

MAYFAIR COMMUNITY CENTRE
JOB DESCRIPTION

Mayfair Community Centre aims to improve the quality of life for people in the local community. To enable this, all staff actively promote an open, supportive and welcoming environment for clients, visitors, volunteers and for each other. The values and behaviours which create this, including confidentiality, are essential to all jobs at Mayfair.

1 TITLES

Job Title – Central Services Manager

Reports to – Chief Officer

Location – Mayfair site

Job holder(s) –

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Date – 12 March 2019

2 JOB PURPOSE

Manage the provision of premises, facilities, IT and other systems and resources in all Mayfair premises to enable provision of services that meet the needs of the community.

3 DIMENSIONS

- Buildings – Mayfair Community Centre, Health and Wellbeing Centre, Ring & Ride Office
- Utilities and maintenance– £31,000
- Staff numbers 30 (line managed 10)
- Catering – £100,000
- Room hire (10 rooms) income £45,000
- Footfall- 1000 – 1200 per week
- Volunteer numbers – 300+
- Number of groups supported 50+

4 ORGANISATION CHART

(See Mayfair organisation chart to show this job and its reporting relationships)

5 PRINCIPAL ACCOUNTABILITIES

- a) Manage IT across all buildings and services, including introduction of new technologies and systems that are beneficial to the organisation.
- b) Manage maintenance of buildings, plant and equipment in Mayfair buildings to ensure compliance with statutory requirements, the safety of staff, volunteers and users and consistent reliable operations, ensuring good value for money.
- c) Set and maintain appropriate standards of health, safety and security in 2 buildings through vigilance and inspections and conduct and record risk assessments.
- d) Create and implement administrative systems and services required to support the organisation and none care specific activities in both buildings.
- e) Lead on publicity to promote the two centres and all services in collaboration with the Chief Officer and operating staff so as to increase take up of services and activities and recruitment of volunteers.
- f) Maintain and manage Quality Assurance systems and procedures to ensure continued compliance with requirements of external standards (currently ISO 9001) and to the benefit of Mayfair's operations.
- g) Line manage the Front of House Team, Catering Organiser (responsible for catering services) and Cleaning /Caretaking staff.

6 SPECIAL FEATURES

- a) As a member of the management team job holder will, on a rota basis, be the duty senior staff member responsible for taking the lead in urgent or emergency situations, resolving problems and supporting staff.
- b) The job holder will liaise and work with other agencies (statutory and voluntary), such as local authorities, Good Neighbours, police, NHS, social work teams, the food bank organisers; for the benefit of the local community.
- c) Qualifications
 - a. Good knowledge of IT systems and experience in implementation - essential
 - b. Organised and experienced in office management – essential
 - c. Experience in the management of buildings – desirable
 - d. Experience in managing people – essential
 - e. Ability to work as part of a team – essential
 - f. Excellent communication and interpersonal skills – essential

- g.* Experience of quality assurance systems
- h.* Experience of working with volunteers – desirable
- i.* Experience in effective publicity campaigns – desirable

d) Training

Oversee and maintain appropriate Risk Assessments and Health and Safety Best Practice for all Mayfair facilities

e) Working Hours

Minimum 22 hours a week.

09.00 – 17.00 Monday to Friday, plus some flexibility for evenings and weekends as required

f) Salary £16,828 pro rata