

Job Description

Job Title:	Premises Manager
Salary:	£27,000 per annum
Hours:	35 hours per week (including ad hoc out of office hours work)
Responsible to:	Head of HR and Resources

The post holder will play a key role in the successful running of the organisation, ensuring the smooth management of our busy community premises.

Professionalism, strong communication & organisational abilities, and a solution focused approach will be essential to ensuring this vital role is managed effectively.

This role is integral to the success of the organisation, and the post holder will need to work flexibly and contribute positively to the constructive development of the role in line with the needs and demands of the organisation.

This role is 35 hours a week and we anticipate the post holder will be working alongside the Receptionist to cover Reception between 8am and 6pm. There will also be evening and weekend requirements from time to time.

Reception and Customer Services

1. Oversee the efficient running of Centre 404 reception, maintaining sufficient cover to answer the phones and deal with visitors and general enquiries made in person, by telephone and by email
2. Maintain high levels of good customer service to service users, staff and stakeholders and ensure a welcoming, friendly, safe and accessible environment at all times
3. Line manage the Receptionist and supervise volunteers. Delegating premises, room hire and administration duties to support you effectively in your role.
4. Act as key holder and supervise private venue hires at evenings and weekends, attending and remaining on premises and ensuring a smooth, friendly and professional service.

Premises and Facilities

5. Reporting to the Head of HR and Resources, lead on the efficient and safe daily running and operations of our busy community premises
6. Lead on all premises and facilities management duties, including completion of regular accommodation reviews and ensuring that all cyclical, planned and unplanned repairs and maintenance requirements are dealt with efficiently and in line with procurement procedures and budget
7. Manage premises and office contracts and suppliers ensuring they are regularly reviewed and achieve good quality and value for money
8. Monitor and review the Health and Safety and Fire Safety policies and procedures annually and ensure all premises health and safety checks and risk assessments are complied with (training for this can be provided if necessary)
9. Ensure effective and timely communication with staff, customers and relevant stakeholders around any premises related issues, maintenance works or hire arrangements as required

10. Deal with enquiries and manage bookings and invoicing for customers wishing to hire Centre 404 premises. This may require occasional work in the evenings and at weekends to cover private hire bookings (TOIL will be provided for additional hours where appropriate)
11. Develop, monitor and promote use of premises by internal and external customers to ensure the premises are being used to capacity
12. Maintain effective and efficient filing, archiving and retention systems for the organisation's paper and electronic information
13. Supervise the office cleaners and their rota and cleaning schedule

PHASE 3 DEVELOPMENT PROJECT

In 2012, Centre 404 completed a major refurbishment of our charity premises and community centre to make it more accessible and to increase the number and variety of activities that we can deliver. This project was a huge success and as a result we are now in the process of developing the premises further in Phase 3 to include two new meeting room extensions and to renovate and improve the exterior and original Victorian features.

The post holder will form part of the Project Development Team, and will undertake some additional project work with other key people in this area to ensure that office staff and facilities are effectively managed and supported during any construction work, including the relocation project whilst building work is in action.

The post-holder will also assist the Building Project Team with information and support as required. The Project team is made up of a Project Coordinator, Consultant, Architects, Engineers and Surveyors.

This is a very exciting project for Centre 404 and we hope that this final phase of our Building Development Project will create additional resources and facilities for family carer groups, staff training and development, and venue hire.

IT

14. Manage and co-ordinate contract with external IT support engineers ensuring the following:
 - a) Any hardware and software support issues are reported and dealt with to avoid minimal disruption to operations
 - b) Monitor and track annual software licence renewals and inventories for IT equipment
 - c) Co-ordinate the ordering of any new computer or IT equipment as required in line with budget and to ensure best quality and value for money
 - d) Set up and cease staff email accounts and file permissions
15. Complete IT reviews, upgrades of equipment and/or service reviews as required
16. Manage internet and phone providers, liaise with external providers as required and deal with any contract reviews

Finance and Other Administration

17. Monitor and report to Head of HR and Resources on premises budget and expenditure
18. Assist with handling petty cash, membership payments and donations

19. Provide cover for the Finance Administrator when they are on leave, absent or as required to process petty cash, cheques and invoices
20. Provide support to the Central Team by participating in working groups for the preparation and organising of fundraising events and activities including the AGM summer party with the Volunteer and Communications Coordinator, some of which may take place in the evenings or at weekends (for which TOIL will be offered)

Other responsibilities

- Maintain and adhere to Centre 404 values, mission and beliefs in all aspects of your work and interactions with others and when representing the organisation
- Adhere to all Centre 404 policies and procedures and to the requirements of funding organisations
- Comply with Centre 404’s Data Protection Policy, IT Policy and other guidance around Data Protection
- Required to not only read our safeguarding policies and procedures but attend relevant training and keep up to date with safeguarding, which Centre 404 takes very seriously
- Promote and adhere to Centre 404 Equality and Diversity mission and Policy and contribute positively to an accessible and welcoming work environment
- Assist, support and supervise volunteers where required and adhere to Centre 404 values in relation to working with volunteers
- Maintain confidentiality of information relating to service users, volunteers, staff and any sensitive issues relating to the work of the organisation
- Contribute constructively to your personal and professional development by attending regular support and supervision sessions and training as identified by your line manager in relation to your role and responsibilities
- Aim to meet targets as set and agreed with your line manager in relation to your personal development
- Be flexible and available to work evenings and weekends in accordance with the needs of the post and the organisation as a whole
- Attend staff meetings and other committees when requested
- Attend the annual AGM, fundraising functions, events and staff away days as required. Time off in lieu will be given for activities outside of normal working hours
- Undertake any other reasonable duties as commensurate with the aims of the post and as requested by management

Person Specification (E) Essential requirements (D) Desirable requirements

Qualifications	Good general education including 5 GCSE at grades A-C or equivalent	E
	Hold a graduate qualification or equivalent professional qualification in a relevant field (e.g. IOSH Managing Safely or similar). Significant experience would be considered in lieu of this.	E
	Substantial vocational training and/or experience in a similar or relevant role	E
Knowledge and experience	Experience of managing a varied and challenging workload in an office and/or facilities role	E

	Experience and knowledge of dealing with premises & maintenance and/or health and safety issues	E
	Experience of supervising or managing other colleagues and/or volunteers	D
	Experience of working in charitable activities similar to those provided by Centre 404 or knowledge of learning disability	D
	Commitment to concepts of inclusion and diversity and ability to handle confidential and sensitive information appropriately	E
Skills and Personal Attributes	Highly organised with the ability to balance and schedule competing demands and priorities	E
	Ability to work to your own initiative and lead a small team	E
	Friendly and approachable with the ability to confidently handle queries from a diverse range of staff, service users, professionals and members of the public	E
	Ability to maintain good professional boundaries and a high level of discretion and confidentiality at all times	E
	Proactive and solutions focused with the ability to take responsibility for leading on and delegating tasks, managing workload and making decisions	E
	Excellent written communication and numeracy skills with the ability to use spreadsheets and databases to keep records and monitor expenditure and areas of responsibility	E
	Good working knowledge of Microsoft Office systems and enthusiasm for using and developing a variety of IT management and presentation systems	E
	Willingness and ability to move and assemble tables and chairs and other equipment when setting up for meetings and events, dealing with incoming deliveries, and to assist with the smooth running of the centre	E
	Adaptable, flexible and able to attend meetings and activities in line with the role that take place in the evenings or at weekends for which time off in lieu can be taken	E