**Goldsmiths Community Association**

**Operations Manager**

**Job Description**

**Job title:** Community Centre Operations Manager (Part Time)

**Responsible to: Managing Director**

**Manager for :** Duty Officer , Premises Officer(s), Volunteers

**Working and   
liaising with :** Goldsmiths Community Association community development worker

and partners

**Start date:** TBC

**Salary:**  £24,303 (£31,504 FTE) two year fixed term contract with the . possibility of extension

**Hours:** 27 hours per week, including at least one evening each week and some weekend days

**Background**

Goldsmiths Community Association manages Goldsmiths Community Centre, an important hub and thriving community venue for health, leisure, cultural and educational activities in Lewisham. We are looking for a well-organised self-starter, leading operations support, primarily for our centre, generating income through hiring out the centre’s spaces while meeting the needs of the community in line with the aims and objectives of the Goldsmiths Community Association Constitution.

**Job Function**

The Operations Manager will have overall responsibility for the administrative running of the charity, leading on facility and venue management, taking bookings, keeping records, arranging staff cover and setting and achieving service level standards. The post requires a very flexible attitude and ability to respond to the varied daily needs of our developing centre and charity. On a day to day basis other duties will include reception cover , practical tasks in the preparation of venues and a willingness to vary hours of work if needed to facilitate bookings or special events. The post holder will be the first point of contact with all cleaning, buildings and reception staff, contractors and volunteers to ensure a consistent standard of safety and cleanliness in our centre and a high standard of customer service for the hires and leases of our spaces.

**Primary Responsibilities**

* Coordinate daily operations, venue hire/bookings and events.
* Liaise with all staff and manage the security and safety of the building and its users, including the opening and lock-up of the buildings.
* Work with the Managing Director to promote a range of community services and activities in line with the aims and objectives of the centre and the needs of the immediate local community, on occasion, supporting activities outside the centre itself.
* Identify opportunities for increasing centre income and actively promote our venue hire and other services.
* Take responsibility for efficient financial operations including preparation and distribution of invoices, banking of income and payments to suppliers.
* Work with administrative staff to develop efficient administrative and operational systems and maintain appropriate records.
* Lead on health and safety for building issues, undertaking risk assessment and giving high priority to implementing these.

**Management**

* Manage the Operations Team, in collaboration with the Managing Director, where appropriate, to include regular meetings, supervision, support and training and scheduling of rotas to meet the needs of the centre.
* Provide overall supervision and support to volunteers whose volunteering takes place in the centre e.g. charity shop, community cafe, centre grounds.

**Marketing and Development**

* Work with our Managing Director to promote and expand the range of use of facilities and activities within the centre.
* Develop with the staff team a method of monitoring and recording centre usage both in terms of sustainable income and user groups/activities, to help ensure the usage reflects the needs of the communities we serve.
* Assist with the promotion of the centre through updating of our website and other social media outlets.

**Facilities and Health & Safety**

* Develop and implement standard operational procedures to enable consistent management of our premises and other business processes.
* Act as duty officer, providing cover when required.
* Ensure that the health and safety and procedures are adhered to around the building in line with statutory and insurance requirements. Work with the Premises Officer to ensure regular building, Health & Safety and compliance checks are maintained and recorded.
* Ensure appropriate procedures are in place for the reporting of incidents and that all staff and regular user groups are compliant.
* Contribute to updating of policies and procedures as part of regular review and in line with relevant legislation.

# Person Specification: Requirements of the Post Holder

**Essential**

Excellent written, verbal and interpersonal communication skills.

Management experience, including coordinating a small staff team.

Proven record in achieving excellent service standards within a customer service environment.

Experience in building management and understanding of Health and Safety procedures and buildings security.

Commitment to the principles of Equal Opportunities and an understanding of the issues relating to diversity, and the delivery of effective health, leisure and education services in the local area.

Confident numeracy and IT skills and experience in handling cash.

Ability to take decisions and work independently to resolve issues and build and maintain positive working relationships.

A good team player with the ability to motivate others.

Ability to use initiative, and work under pressure with flexibility to adapt quickly to demands and readily accept changing situations.

Strong organisational abilities and demonstrable experience in planning and delivering events /activities.

Flexibility in relation to duties and working hours and ability to work on a rota basis including regular evenings and weekends.

Ability to perform manual handling tasks (e.g. moving tables and chairs).

**Desirable**

Knowledge of the demographics of the local area, particularly age and

socio- economic factors .

Local residency and willingness to be a key holder and be on call for opening

and closing for events hirers .