



Centre Director



Role Description & Person Specification

Job Title:	Centre Director
Hours:	21 hours per week
Location:	Inspire Centre, 747 Stockport Road, Levenshulme, M19 3AR
Salary:	£30,000 (£18,000 pro rata)
Reporting to:	Chair of the Board of Directors
Responsible for:	Centre Welcome Team, Café Manager (temporary)

Purpose

The post holder will be responsible for the co-ordination and smooth operation of the Inspire Centre, in terms of its buildings, utilities and facilities as well as offering leadership in relation to the café, business centre, volunteering programme and other projects as appropriate.

Main Activities

1. Co-ordination and leadership

- To be accountable for the operational activities of the Inspire Centre, co-ordinating activities through the leadership of the Centre Management Team, including co-ordination with café manager and Foundation projects.
- General oversight of a Marketing and Media Plan which successfully communicates the activities and services of the Inspire amongst current and potential users and builds and sustains the profile of the Inspire as a beacon of good practice in all aspects of its work.
- To represent Inspire amongst external stakeholders including statutory agencies, project partners, funders, activity providers etc.
- To be the guardian of all of Inspire's policies and procedures, developing and maintaining Inspire HR and staff training policies, acting as a champion for equalities, safeguarding and the Centre's environmental strategy, and refreshing and renewing policies and procedures as necessary.
- To monitor and evaluate centre activities providing quarterly reports to the Board and overseeing the production of annual report and accounts, and celebrating successes on a regular basis.

- General oversight of all aspects of the Inspire Volunteering Programme.

2. Buildings Management

- General oversight for the fabric of the building, supervising the Centre Welcome Team to ensure the centre is maintained to a high standard of repair and cleanliness at all times, including the café area and Elevate centre.
- Setting and review of centre room / activity pricing, rates and deals.
- Liaise with Great Places Housing Group around wider building and services issues.
- General oversight of security and fire including having oversight for risk assessment and ensuring Centre policies are followed at all times.

3. Customer Management

- To manage the Centre Welcome Team and oversee the weekly staff and volunteer rota to ensure high quality reception cover and that centre users are well supported to carry out their activities.
- General oversight for the centre calendar to ensure we have a sustainable programme of activities in accordance with vision and values.
- On-going monitoring and evaluation of centre activities to ensure high levels of customer satisfaction.

4. General duties

- To proactively promote the values and principles of the Inspire Partnership amongst centre partners, volunteers and users and to develop practical ways to make Inspire values a reality.
- To oversee a well-ordered office, reception and information area and manage a well-ordered electronic filing system.
- Provide occasional administrative support, including handling telephone calls to the Centre Office.
- To provide support for Inspire events as necessary.

The Centre Director will also work in conjunction with the Board and other members of the Centre Management team as appropriate on the following tasks:

- To identify opportunities for new ventures and activities which are innovative and enterprising and find resources, capacity and partners to bring them to fruition, making funding applications and meeting funders' monitoring requirements as necessary.

- To ensure that local residents, building users and Inspire partners are active participants in the Centre's development and have a constructive voice in the life of the wider community.

Other employment conditions

This job description is exhausting but not exhaustive. The tasks described are representative of the duties it is expected that the post-holder will undertake but it is clear that within a 21hr/pw role it will be impossible to fulfil all duties all the time. **For this reason, priorities will be regularly reviewed in consultation with the post-holder, to reflect the changing nature of the post.**

This job will include some flexible working including evenings and weekends.

Inspire will provide relevant training opportunities for this role. You will receive regular line management and a performance review at least once each year.

You are required to give 4 weeks' notice, in writing, if you wish to terminate your employment. You are entitled to 4 weeks' notice, in writing, if Inspire has reason to end your employment except in the event of dismissal for gross misconduct.

You will be required to undergo a DBS check.

Person Specification

Necessary skills and experience:

- At least 2 years' experience in a people-facing service role
- Excellent organisational skills
- Excellent interpersonal skills and ability to communicate with people from a range of backgrounds, including vulnerable people
- An understanding of the principles of social enterprise and innovation, including fund-raising and financial management
- Significant networking, marketing and public relations capabilities including with public and private sector partners
- Experience of line management and supervision of colleagues
- Computer literate with budgetary management skills and strong Microsoft Office ability

Necessary attitude and disposition:

- Strong understanding of and commitment to the Inspire Vision & Values
- Self-motivated, disciplined and demonstrating excellent time management
- Positive, outgoing and a team player

Desirable attributes:

- A resident of Levenshulme or South Gorton
- Community work / social work experience or qualification
- Experience of working in or managing a similar community building
- Experience of writing fund-raising bids and/or responding to invitations to tender to run services
- Experience of developing and coordinating customer relationship management systems for events management and bookings