

Howard Garden Social & Day Care Centre (Charity No. 219715)  
Norton Way South, Letchworth Garden City, Herts, SG6 1SU  
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## **JOB DESCRIPTION & PERSON SPECIFICATION FOR CENTRE MANAGER AT HOWARD GARDEN SOCIAL CENTRE**

### **BACKGROUND**

The Howard Garden Social Centre (HGSC) is a registered charity, established in 1953. The purpose of The Centre is to provide social facilities to older people (50 plus) who reside in Letchworth and surrounding towns and villages to overcome social isolation. This is delivered through a membership scheme where members can attend social events centered around an offering of food and friendship – via services such as a lunch club, and a range of tailored social activities within The Centre.

We also support the community by enabling The Centre to be hired out by other local organisations.

The Centre is managed by an Executive Committee of its trustees. Small staff team consists of a chef and a cleaner. The rest of the people involved in the running of The Centre are volunteers.

The current Centre opening days are Monday to Thursday. The post holder will be based at Howard Garden Social Centre, Norton Way South, Letchworth Garden City, Hertfordshire SG6 1SU.

### **What's on offer?**

A part time fixed term contract, initial for a duration of 12 months, with a view to extension (subject to funding).

20 hours per week. (9/9.30am – 2pm Monday to Thursday) There is some flexibility around the start/end time, and we are happy to discuss this with interested candidates.

If ad hoc additional hours are worked, we will either offer time off in lieu or payment – provided this has been agreed in advance.

Salary – £14,857 Pro-rata (based on a FTE salary of £26,000)

Annual Leave – 23 days which includes bank holidays. This includes a period of compulsory leave over the Christmas period when The Centre is closed.

This role will require a DBS check. There will be a probationary period of three months. The notice period will be one month. Training requirements will be supported.

The start date will be 1 September 2022 or earlier.

The closing date for applications is 10 August 2022 and interviews will take place during the week commencing 15 August 2022.

## **JOB TITLE**

The Centre Manager, Howard Garden Social Centre.

## **REPORTS TO**

A member of the Executive Committee, who will act as the post holder's manager. The post holder will also work closely with all Committee members and office volunteers (on accounting and payroll matters).

## **PURPOSE OF ROLE**

The role will be responsible for day-to-day management of The Centre, ensuring it provides a supportive, respectful and welcoming environment for all its members, in line with the Executive committee's strategy, principles and values.

The role will also work closely with the Executive Committee, advising them on and implementing the agreed strategy.

## **KEY RESPONSIBILITIES**

### **Delivery of The Centre Activities**

- Promoting The Centre to members, referring organisations and providers of activities
- Running the lunch club in an efficient and cost-effective manner
- Recruiting and liaising with volunteers, including induction, oversight and support
- Ensuring that the transport service for members operates safely and efficiently
- Maintaining policies and procedures & Risk Assessments to ensure the safe operation
- Developing partnerships with other local organisations, including grant giving organisations
- Promote and coordinate a variety of activities to improve members' physical and mental health

### **Day to day management of The Centre's facilities**

- Act as the Centre's Safeguarding Lead
- Co-ordinating all office admin tasks for The Centre, ensuring compliance with Data Protection & GDPR requirements.
- Managing The Centre premises, ensuring it is well maintained and secure, and complies with health and safety requirements
- Managing The Centre's other facilities, including IT systems (membership database, web site) and equipment, ensuring routine maintenance occurs.
- Ensuring that all other regulatory requirements relating to The Centre's activities are met

### **Staff and volunteer management**

- Managing the chef and cleaning staff and their work schedules
- Ensuring that DBS checks are completed for staff and volunteers.
- Identifying training needs and sourcing appropriate training for staff and volunteers

- Promoting the wellbeing of staff and volunteers, holding team meetings as required.

### Reporting

- Managing records to ensure that information is accurate and up to date
- Attending meetings of the Executive Committee as required
- Providing monthly updates to the Executive Committee
- Communicate with family and carers as required

### Delivery of third party hirings

- Managing hirings to maximise income
- Liaising with hirers and ensuring their requirements are met
- Promoting The Centre's rooms for hire

### SKILLS AND EXPERIENCE REQUIRED

#### Experience

- Experience working with adult people services.
- Experience of managing staff and/or volunteers.
- A proven ability to build good relationships with an elderly customer group and their carers/families.
- Qualifications, training or experience in some or all of the following:
  - NVQ in Health & Social Care & Management
  - Safeguarding of vulnerable adults
  - Health and Safety
  - First Aid
  - Data Protection
- Experience of centre/venue management (desirable)

#### Skills

- People management skills – proven skills in managing both volunteers and paid staff effectively
- Proven organisation/administrative skills/IT skills
- Able to act on own initiative and to plan and manage workload
- Flexible and able to work under pressure
- Excellent relationship management skills
- Able to communicate effectively with the members and their families, staff and volunteers, and other partners of The Centre

If you are interested in applying for this role, please email your CV and a brief explanation of why you are suited to this role, to the following email address: [adm\\_howardgardensocial@outlook.com](mailto:adm_howardgardensocial@outlook.com)