

Job Description for Centre Manager at the Brighthelm Centre

Details:

- Centre Manager at the Brighthelm Centre
- Part time 3 days a week (some flexibility on discussion)
- Onsite (some home working permitted)
- Reporting to Brighthelm Chaplain and Chair of Trustees
- £35,000.00 pro rata (£20,800 actual)
- Annual Leave entitlement 17 days (+3 days discretionary) pro rata
- Pension contributions at 5%. Auto-enrolment

About Us:

“Brighthelm seeks to be a vibrant hub of hospitality, worship, learning, and action, pointing the way towards a world in which all living beings flourish together in the peace and love of God.”

Established in 1987 (though the gardens and façade date back much further than that!) Brighthelm has a rich history as a church and community centre. We are a United Reformed Church (www.urc.org.uk) with a small group of worshippers attending a monthly communion in our Chapel. We have a long and proud tradition of achieving our mission through broad community work.

We hire office spaces to a wide range of charities, counselling services, a bookshop, a tailors and others! We also rent 4 meeting rooms to the community. These rooms range from 12 seater meeting rooms, to our 250 seated auditorium. We host a broad and eclectic range of events, from music festivals to Churches and recovery groups.

No one day is the same at Brighthelm, it is a bustling space with a wide range of visitors. The work that is done from the centre reaches across the city.

We are a safe, welcoming space, offering a home to many marginalized communities. We are proud of our professional service, friendly atmosphere and accessible facilities.

About the role:

The trustees are looking for an engaged, proactive and positive centre manager. It is important to find someone who understands the ethos of a Christian community space as well as someone confident in the administrative and managerial tasks that come with managing a community building.

The centre manager will be line managed by the Chaplain of the centre, and prepare reports for the trustees, attending trustee meetings as required.

The role will oversee all staffing at the centre, providing supervision, arranging leave and scheduling of staff rotas. The staff team are experienced and committed and will welcome collaboration with a new centre manager to continue well running systems.

Brighthelm is a live site, this means we cannot fully describe what tasks may be required in this role. We need someone flexible and hands on, and skilled at working with vulnerable people.

As a centre manager we need a confident leader who will support the staff and represent the centre, providing confidence to both staff and customers.

Main tasks:

Working with the booking officer to ensure the meeting rooms are being rented regularly, and work with the centre staff to ensure the daily events run smoothly.

Ensure the offices in the centre are fully let, finding new tenants when there is a vacancy and negotiating rents etc.

Collaborate with site security measures and local policing to ensure the centre and its gardens are safe and an enjoyable place for all.

Take the lead in developing and expanding the potential of the Brighthelm Centre, seeking out opportunities to bring in new customers and making the most of Brighthelm's facilities.

Work with the Chaplain to support their projects within the centre. With support from the Chaplain and trustees, ensure our mission is at the forefront of our work.

Oversee all areas of health and safety and compliance for the building alongside the building manager.

Alongside the finance officer, manage the financial stability, income and expenditure and budgets of the centre, ensuring the centre has robust and healthy finances. This includes preparation of monthly invoices and aged receivables.

Represent Brighthelm Centre and Church in the media and public sphere, ensuring that the Centre's vision is communicated widely. Expand relationships with the local community, local Government, voluntary sector, and green organisations.

Ensure effective line management of Brighthelm's staff. Recruit, induct, manage and appraise your staff team in line with policies developed in conjunction with the Trustees.

Support the trustees to ensure all policies are regularly reviewed and up to date.

In conjunction with the building manager, ensure there are appropriate staffing levels and systems in place to guarantee the smooth day-to-day running of the Centre, including during evenings, weekends and busy periods.

In conjunction with your staffing team, set the tone in providing customers and building users with a warm welcome and a high level of customer service.

Be prepared to work flexibly, aiding other Brighthelm staff to prepare for big events that might be out of hours and to, on occasion, work evenings and weekends, taking time off in lieu.

Be the guardian of the Brighthelm branding, developing materials and content to expand Brighthelm's reach, business, and public perception. This includes managing the website, social media, and all marketing materials.

General trouble-shooting and other tasks that may from time to time arise.

Personal Specification

Charity management experience

Confident to manage busy environments

Compassion to deliver our vision and run the centre in line with our URC principles

Experience of QuickBooks software and booking systems, preferable.

Good leadership skills

Experience of working in community spaces

Strong understanding of diversity, inclusion, and the importance of preserving community spaces

Strong organisational and administrative skills

Lettings, room hire and tenancy experience

Supportive and patient approach

Capacity and willingness to work flexibly

Positive attitude and ability to manage workload

Experience of managing budgets and finances

Event management experience