**JOB PROFILE TOLL COMMUNITY CENTRE DEVELOPMENT MANAGER**

THE TOLL COMMUNITY CENTRE, BURNTISLAND

Job Title: Centre Development Manager

Salary: £29,245 - £36,547 per annum, pro rata plus pension

Leave: 20 days rising by 1 day per year to a maximum of 25 days (pro rata) plus public holidays

Hours: 26 hours weekly variable by agreement but may involve working 7 days.

Responsible to: Chair / Board of Trustees

Area of Operation: Burntisland and environs

Type of Post: Permanent

**ETHOS**

The Toll Community Centre is a busy, voluntary run, Community Centre with associated High Street Hub, registered with the Scottish Charity Regulator.

**SUMMARY OF POST**

The Centre Manager (CM), the most senior paid position within the Toll Centre staff team, holds a pivotal management role within the organisation with responsibility for carrying out a wide range of administrative, development, and managerial functions to deliver the effective and efficient daily operation of The Toll Community Centre and its associated High Street Hub.

The CM will work closely with the Board of Trustees to ensure that all regulatory requirements for the charity are met, for the operation of charity’s premises, and liaison with its clients, funders and strategic partners. The postholder will take full responsibility for the management of the staff team, and for budgetary planning and management including the identification of possible funding/grant streams. The CM will prepare regular applications and develop a medium/long term funding strategy for The Toll Centre and High Street Hub, whilst contributing ideas for the improvement of the facilities and future development of the Centre and its High Street Hub.

The CM will require to operate with, liaise with, and support the Board of Trustees, and will present reports as appropriate, attending all Board meetings.

NB: During year one, under the guidance and direction of the Chair, the postholder will manage, facilitate and deliver a diverse range of high-quality services to the community and take full responsibility for promoting and managing the Toll Centre and High Street Hub programme.

**JOB PURPOSE**

1. Responsible to the Board of Trustees for the overall day-to-day management of the Toll Centre and High Street Hub including the management and development of staff and volunteers.

2. Responsible for appropriate financial record keeping to assist with book-keeping and to ensure financial control of the charity’s resources.

3. Preparation and management of budgets together with the Board of Trustees.

4. The development of a sustainable medium/long-term funding strategy.

5. Development and Management of the Toll Centre and High Street Hub programme for the benefit of the community

6. Liaison with funders, members, Centre and Hub users, and the broader community.

7. Promotion of the services and facilities of the Toll Centre and High Street Hub in a positive and professional manner.

8. Ensuring the application of best practise at all times, in the running, management and development of the Toll Centre and Hub.

**KEY RESPONSIBILITIES**

While the listed responsibilities will remain those of the Centre Manager, it is expected that some of the outcomes may be achieved by suitable delegation.

* Manage and support all day-to-day Toll Centre and High Street Community Hub operations, maximising usage of facilities
* Lead and manage the performance and development of the Toll Community Centre and Hub staff and volunteers, taking prompt action to address shortfalls in performance, identifying development needs and arranging appropriate development activities, to enable the team to perform to the required standards. Complying, at all times, to Occupational and Health and Safety legislation.
* Support clerical, adult education, and youth work staff, as and when based in or using the Toll Community Centre or the Community Hub.
* Co-ordinate caretaking and cleaning rotas, ensuring that all centre facilities are maintained to a high standard at all times
* Manage effective use of all resources, including all bookings
* Ensure that systems are in place to manage all payments and receipts
* Maintain high quality records, make regular financial reports, project reports, and provide quality project evaluations to funding bodies
* Plan and co-ordinate meetings and events as necessary
* Monitor all activities within the Centre and Community Hub and manage day to day building and maintenance issues
* Take responsibility for security and maintenance of the Centre and Community Hub buildings and grounds
* Ensure appropriate policies are implemented within the facilities i.e. Health & Safety; Child Protection etc. and that all legal requirements are fully complied with
* Deliver on the terms of the Service Level Agreement (SLA) with Fife Council to ensure ongoing funding provision is secured.
* Establish and sustain links with User Groups of the Centre, local organisations and other individuals.
* Build and maintain links and relationships with strategic partners in all sectors to ensure plans are aligned and integrated with Community priorities including plans to reduce social isolation and building resilience within the Community.
* Ensure the effective involvement of key partners and service providers in the delivery of services e.g. SAMH, Dementia drop in and other groups.
* Working with strategic partners and user groups to develop, organise and run a range of learning and participative opportunities for families with children, young people and the elderly specific to the needs of groups in Burntisland, and particularly for those living in areas of Burntisland that are classed as areas of Multiple Deprivation as identified by the Scottish Index of Multiple Deprivation (SIMD)
* Plan, develop and coordinate, the safe running of a range of community/social initiatives ensuring effective implementation and evaluation of events and activities. To work in partnership with the local community to support neighbourhood and family networks, to facilitate local participation and access to facilities and services, whilst being consciously mindful, in all activities, of the need for equality of access, and take positive steps to ensure equalities expectations are met.
* Identify Community needs and gaps in provision and, with a range of partner organisations, develop targeted programmes to include, anti-poverty initiatives in the Burntisland Community, particularly in regard to reducing poverty and supporting the improvement of quality of life for families with children and others in those areas of Burntisland that are classed as areas of depravation. Identify and promote opportunities to develop new community solutions as appropriate.
* Research funding sources to identify relevant grants, fee structure sponsorship and fundraising available to Community Centres or to support development programs.
* Submit regular funding/grant proposals to the Chair and Board of Trustees for consideration and submit as appropriate to funders in order to develop and deliver a 3–5-year financial support plan
* Assist with the provision of information for media publicity and other external stakeholders regarding the centre’s programme of activities
* OTHER DUTIES – The above accountabilities and responsibilities are not exhaustive, and the jobholder may be required to undertake additional duties that are consistent with the level and grading of the role.

**SPECIAL CONDITIONS/REQUIREMENTS**

The successful candidate will also require to have declared any criminal convictions. Proof of identity and relevant qualifications will be required at the interview stage. A reasonable level of physical fitness is required. The post will be subject to a Disclosure Scotland clearance.

**TRAINING**

On the job training will be provided on an ongoing basis, where and when appropriate. The CM will hold responsibility for the appropriate training and development of all staff and volunteers, and will work with the Board to identify Trustee training requirements.

**OTHER INFORMATION**

Hours of work will be over 7 days per week. This will occasionally include working evenings and/or weekends. Therefore, flexibility is an essential requirement of the post-holder. The Trustees encourage staff to join a relevant trade union.

**Person Specification – Essential Attributes & Skills**

* Excellent interpersonal skills
* Enthusiasm and commitment
* Ability to deal sensitively with a wide range of people with different needs
* Confident & able to work on own initiative
* Comfortable in working under the guidance and direction of the Chair and Board of Trustees
* Ability to organise and prioritise work as demand levels fluctuate
* Resolute, compassionate, emotionally aware
* Open minded, patient and resilient
* Remain calm under pressure when presented with stressful situations
* Committed to community and voluntary run services
* Good communication skills both verbal and written
* Good customer service skills
* Experience in using Microsoft Office Programmes (Word, Excel, Outlook)
* Experience of organising and managing a range of administrative duties
* Ability to work flexible hours
* Ability to work occasional evening and weekends

**Person Specification – Desirable Attributes & Skills**

* Experience of staff supervision
* Previous experience in a similar voluntary sector environment
* Experience of voluntary sector funding and/or grant application opportunities
* Experience of supporting volunteers
* Experience of Report Writing

**The Toll Community Centre is committed to:-**

Fostering community spirit and promoting the interests of the people of Burntisland and environs by providing a focus for community, educational and social activity.

Providing and sustaining well-maintained, friendly, welcoming, and accessible premises for local groups and organisations to rent or use for community, educational, recreational and social activity with the object of improving the life quality of the persons for whom the facilities are provided

Advancing citizenship and community development by providing and supporting opportunities for volunteering, fostering civic responsibility through encouraging engagement of the Centre and Centre groups in a range of activities

Advancing education by providing and promoting the benefits of community and educational activity

Developing opportunities which may be beneficial to the general community and particularly vulnerable groups

Hosting or running activities and clubs which are relevant to the wants and needs of the children, young people, older people and families of Burntisland and environs, which are open to all, and to undertake activities relevant to the ages of the participants which aim to:

* Build their self-esteem and self-confidence
* Develop their ability to manage personal & social relationships
* Encourage learning and help develop new skills
* Build their capacity to consider risk and make reasoned decisions and take control
* Develop a world view which widens horizons and invites social commitment