



**DISCOVER DECRYPT, GLOUCESTER:  
CENTRE MANAGER  
JOB DESCRIPTION**



<b>Post:</b>	Centre Manager – Visitor Services, Discover DeCrypt, Church of England, Diocese of Gloucester
<b>Location:</b>	Gloucester city centre
<b>Hours:</b>	PT 24 hours per week
<b>Salary:</b>	£27,559 pa pro-rata Fixed Term Contract until December 2021 (with the potential of extension)
<b>Start Date:</b>	January 2019
<b>Responsible to:</b>	Chair of Trustees of Charitable Incorporated Organisation (CIO)
<b>Responsible for:</b>	Volunteers, Learning Officer, Course Leaders

**Management and Relationships:**

This is a key post that reports directly to the Chair of Trustees and is responsible for managing the facilities of the historic Church and Schoolroom. The post will work in close partnership with the Centre Manager - Operations (also 24 hours per week) in ensuring that the site is manned and opened safely.

**Hours and Days of Work:**

The post is a part-time role for 21 hours per week on a rota basis with the Centre Manager – Operations Wednesday – Sunday. Core hours will be 3 days at 7 hours per day (plus 1 hour for lunch) 9.30am until 5.30pm (i.e.920 annualised) with a further 156 annualised hours to be used over the course of the year as needed and to cover out-of-hours events and lettings. The total salary will be paid monthly in 12 equal installments. No overtime will be payable however should the annualised hours be exceeded, then by arrangement time off in lieu will be granted.

The post offers 25 days' annual leave allowance plus Bank Holidays (all pro rata). If there is a requirement to work on a Bank Holiday (by agreement), this time will be offered in lieu.

**It should be noted that the above hours and days of work are reasonably anticipated at the time of writing, and may adapt in light of actual operational requirements.**

**Purpose of Job:**

The Centre Manager - Operations will be responsible for developing, promoting and reinvigorating uses of the site. The main responsibilities of the Centre Manager – Operations will be:

1. To work with the agreed framework of the HLF supported Activity Plan, its projects, audiences, timetable and key outputs and outcomes
2. To promote the Centre and its activities locally, nationally and internationally
3. To programme and implement the annual calendar of events and activities.
4. To supervise the maintenance and management of a body of volunteers
5. To maintain good relationships with partner agencies and organisations

#### Key Tasks and Responsibilities:

- To produce and circulate promotional material and promote the venue at events and opportunities around the city throughout the year
- To ensure that data about people visiting and using the church and schoolroom is collected regularly and appropriately as part of the funders' requirements for project monitoring in line with GDPR regulations.
- To ensure that the volunteer programme is run efficiently and appropriately, and ensure that data about those who volunteer with the project is collected regularly and appropriately in line with GDPR regulations.
- To ensure that the experience of volunteers and visitors is properly monitored and evaluated
- To maintain eNews, the website and appropriate social media to ensure that volunteers and visitors are kept updated
- To manage the evaluation of the activities and update the Activity Plan as necessary
- To manage school bookings, including the booking of the external learning support worker in the delivery of the formal education programme to schools and informal learning activities for children and families outside term-time
- To maintain good relations with and promote the project to the local schools and community
- To liaise with Methodist groups nationally and internationally to ensure the venue continues to be included in the Methodist Heritage circuit
- To maintain a list of volunteers with names, addresses and contact details, and to arrange for appropriate training for volunteers to be provided by suitable providers as necessary
- To promote volunteering through publicity and other profile-raising events and strategies
- To maintain good working relationships with key agencies involved in volunteering and community work
- To maintain good working relationships with other providers and agencies in the city centre and to represent Discover DeCrypt at appropriate meetings

## **CENTRE MANAGER – VISITOR SERVICES PERSON SPECIFICATION**

### **KNOWLEDGE, SKILLS & EXPERIENCE**

#### **ESSENTIAL**

1. Relevant qualification and/or a minimum of two years demonstrable management experience in a multipurpose venue, community or cultural amenity environment with proven delivery of consistent standards of visitor experience.
2. Sympathy with the Christian faith.
3. Ability to work on own initiative, ability to prioritise and work under pressure, delivering against targets to ensure the effective promotion, management and use of facilities.
4. Ability to communicate verbally and in writing to a wide range of people both internally and externally.
5. Use of effective business planning and marketing tools to promote the appropriate use of facilities.
6. Proven ability to coordinate functions and events paying attention to detail.
7. Ability to work anti-social and flexible hours, including regular weekends and evenings.
8. Competence in the use of IT and management systems.
9. Proven ability to manage budgets and financial information.
10. Experience of working with buildings and communities and empathy and understanding of the issues around their care
11. Effective partnership building and networking skills

#### **DESIRABLE**

1. Ability to work within teams and lead by example.
2. Understanding or experience of community relations in the faith environment.
3. Experience in front line service with a focus on customer care.
4. Ability to manage, motivate and develop staff and/or volunteers and supporters.
5. Experience of using social media and innovative methods of engaging with community users and groups of people.

This post is subject to an enhanced disclosure from the DBS

September 2018