



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



LOTTERY FUNDED

Post:	Centre Manager, Discover DeCrypt, Church of England, Diocese of Gloucester
Location:	Gloucester city centre
Hours:	FT 37.5 hours per week
Salary:	£27,559 pa Fixed Term Contract until December 2021 (with the potential of extension)
Start Date:	January 2019
Responsible to:	Chair of Trustees of Charitable Incorporated Organisation (CIO)
Responsible for:	Community Engagement Officer (up to Dec 2019), Caretaker/Cleaning contractors, 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 and in the delivery of key elements of the Heritage Lottery Fund grant supported project.

Hours and Days of Work:

The post is a full-time role for 35 hours per week Wednesday – Sunday. Core hours will be 7 hours per day (plus 1 hour for lunch) 9.30 until 5.30 with a further 130 annualised hours to be used over the course of the year on 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. 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 will be responsible for developing, promoting and reinvigorating uses of the site and the day to day management of the buildings. The main responsibilities of the

Centre Manager will be:

1. To oversee user groups, visitors, events, activities and learning taking place at St Mary de Crypt Church and the Old Crypt Schoolroom
2. To work with the agreed framework of the HLF supported Activity Plan, its projects, audiences, timetable and key outputs and outcomes
3. To promote the Centre and its activities locally, nationally and internationally
4. To programme and implement the annual calendar of events and activities.
5. To manage volunteers
6. To maintain good relationships with partner agencies and organisations
7. The implementation of a cash-handling system, monitoring of financial information and budgets according to the CIO's Financial Procedures and Policy.

Key Tasks and Responsibilities:

- To manage the running of the Centre year round under the direction of the Trustees/Board
- To liaise with the Rector and Churchwarden regarding services
- To create and maintain the Centre booking calendar, manage bookings for courses and classes, both delivered by the project team and by external hirers
- 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 produce eNews and maintain appropriate social media to ensure that volunteers and visitors are kept updated, and to work with an external website manager to update the website.
- 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 liaise with Friends of Discover DeCrypt to support fundraising events and activities
- To ensure that volunteers, visitors and users are appropriately informed of health and safety regulations as required
- To maintain a list of volunteers with names, addresses and contact details, and to arrange for appropriate induction and 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 oversee the maintenance and cleaning of the buildings
- To recruit, train and deploy a pool of Duty Managers for the buildings
- To monitor the use of consumables and organise replenishment as necessary
- To keep accounts and monitor financial information and budgets
- To report regularly to the CIO Trustees/Board
- To maintain good working relationships with other providers and agencies in the city centre and to represent Discover DeCrypt at appropriate meetings.

CENTRE MANAGER 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 income generating streams such as private hire and lettings.
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. Experience in cash-handling, managing 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
12. Experience in managing, motivating and developing staff and/or volunteers and supporters.
13. Understanding of the importance of health & safety.

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. Experience of using social media and innovative methods of engaging with community users and groups of people.
5. Experience of working with schools
6. Experience of working with community groups

This post is subject to an enhanced disclosure from the DBS

September 2018