

Sandel Centre Manager - Job Details

General Information:

Job Title: Centre Manager.

Job Location: The Sandel Centre, 6 Knocklynn Road, Coleraine, BT52 1WT.

Reporting to: A Director appointed from the Causeway Voluntary Action Trust (CVAT) committee.

Hours and Pay: 20 to 25 hours per week, paid monthly at a rate in the region of £11 per hour, depending on relevant experience.

Job Description (Areas of Responsibility and Main Tasks):

Office & Booking Administration

- Receiving and responding to emails, phone calls and other correspondence;
- Filing paper and electronic documents;
- Receiving and managing room bookings, including catering orders;
- Providing advice and information to prospective clients;

Financial Administration

- Generating and issuing monthly invoices to clients, receiving payments and pursuing overdue accounts;
- Sourcing and procuring equipment and services and paying suppliers;
- Managing current and deposit bank accounts (including online);
- Being aware of current financial position and projected cash flow.

Personnel Management

- Managing other CVAT staff, currently a part-time Cleaner and part-time Caretaker;
- Processing payroll for all employees including PAYE;
- Ensuring CVAT complies with current Human Resource legislation and good practice;
- Assisting CVAT in the recruitment of new employees;
- Involving and managing volunteers where appropriate.

Facilities Management

- Procuring equipment and scheduling services to keep the Centre (including the Café) well-presented, in good repair and functioning safely and efficiently;
- Ensuring compliance with current health and safety requirements and good practice;
- Overseeing the security of the building and clients on the premises, including operation of CCTV system, managing key-holders and liaising with the PSNI as required;
- Managing heating and other services to ensure these operate effectively and efficiently;
- Working with the Caretaker to ensure rooms are arranged with tables, chairs and equipment to meet clients' requirements.

Business development

- Promoting the Sandel Centre to increase clients and income using printed media, online media, face-to-face networking and other appropriate means;
- Continually identifying opportunities to improve the services and facilities of the Centre, to increase income, to reduce operating costs or to reduce environmental impact;
- Assisting CVAT in prioritising and delivering developments and improvements, including managing some capital projects.

Supporting and Communicating with Partners/Stakeholders

- Being aware of the aims of Mountsandel Christian Fellowship (MCF) and identifying opportunities to help them in their mission;
- Working in accordance with the ethos and values of CVAT and MCF at all times, as their representative;
- Attending CVAT meetings, providing up to date and relevant information on the operation of the Centre and taking and circulating minutes;
- Working with the Café Management, ensuring they are informed of Centre clients' catering orders, and liaising with them regarding the development of the Café facilities.

Person Specification:

Personality and Character

- Welcoming, helpful and focused on customer satisfaction;
- Self-motivated and self-disciplined, able to work alone;
- Flexible, able to cope well with interruptions and changes at short-notice;
- Organised, able to cope with many concurrent tasks and ensure they are effectively prioritised and completed on time;
- Agreement with and willingness to represent and promote the aims and ethos of CVAT and MCF.

Skills

Essential

- Proficient computer user, with experience of using MS Word, MS Excel and MS Outlook (or equivalent packages) and MS Windows OS and the ability to use common peripheral devices;
- Able to learn new computer software packages and computer-based skills quickly;
- Able to research, understand and apply legislation and recommended practices relating to the management of personnel and safe operation of a building open to the public;
- Excellent written and verbal communication skills in English;
- Able to analyse numerical data and draw useful conclusions, e.g. sales, running costs, cash flow.

Desirable

- Able to promote the business using printed and online media including websites and social media;
- Able to maintain computer systems and basic wired and wireless networks.

Experience

Essential

- Experience of working in a customer service role;
- Experience of working in an office-based administration role;
- Experience of managing business finances;
- Experience of managing other employees (or volunteers).

Desirable

- Experience of using computerised accounting software, especially Sage Accounts;
- Experience of processing payroll and PAYE, especially using HMRC Basic PAYE Tools software;
- Experience of working for a recognised charity or in community development.

Other Criteria

Essential

- GCSE grade A to C (or equivalent) in mathematics and English language;
- Valid UK driving licence;
- Physically able to move and set up tables and chairs safely, as required.

Desirable

- Further or higher education qualification;
- Ability to carry out minor repairs or replacements, which may occasionally involve using a step-ladder.