

Job Description

Post Title – Duty Manager

Role Profile	Business support band E
Service/Team	Community Engagement
Reports to	Kinson Community Centre Manager
Responsible for	–
Number of posts	2
Post number	–
Career Grade	No

My job improves the quality of life for the people of Bournemouth Christchurch and Poole by supporting the maintenance and day to day running of Kinson Community Centre in order that it provides a safe, welcoming and professional environment for all the building users – centre users, visitors, volunteers and staff.

Job Overview

- Support the Kinson Community Centre Manager to ensure Kinson Community Centre is compliant with Health & Safety and Fire Safety legislation. Support the Centre Manager with the administration of the centre, including arranging room bookings. Act as a point of contact for centre users, answering queries, complaints and setting up rooms. Undertake shift patterns in the evenings and weekends. Overseeing and support Friends of Kinson Community Centre volunteers and Supported Apprenticeship through the BCP Council scheme.

Key Responsibilities

- Security of the site and its contents, including the operation of alarm systems, key-holding and opening and closing tasks in accordance with local requirements.
- Communicate and process centre room bookings with centre hirers
- Provide support to centre hirers on site, including the movement and provision of resources and setting up of rooms. (tables, chairs etc)
- Carrying out inspections of the premises.
- The reception and direction of centre hirers and users.
- Respond to emergencies such as floods, illegal entries and fires.
- To comply with all decisions, policies and standing orders of the Council and any relevant statutory requirements, including the Equality Act, the Health and Safety at Work Act and General Data Protection Regulations.
- Act as the Responsible Person for the Centre in the absence of the Centre Manager, ensuring that all legislation relating to Health & Safety and Fire Safety is complied with
- Ensure mandatory building checks are undertaken and recorded
- Liaise with service providers, hirers and centre users
- Oversee volunteers and Supported Apprenticeship through the BCP Council scheme in the absence of the Centre Manager
- Respond to incidents as they arise with the ability to handle multiple complex tasks at once
- To undertake such other duties as may be required from time to time commensurate with the level of the post.

This job description is not exhaustive and reflects the type and range of tasks, responsibilities and outcomes associated with this post.

Specific Qualifications and Experience

- Minimum of Level 2 qualifications in English & maths
- Experience of caretaking tasks and building related minor repairs and maintenance
- Act as the Responsible Person for the Centre in the absence of the Centre Manager, ensuring that all legislation relating to Health & Safety and Fire Safety is complied with.
- Experience of effectively working independently and as part of a team
- Good knowledge of the work practices, processes and procedures relevant to operating a community building, including relevant legislation and broader commercial awareness
- Previous experience of undertaking administrative tasks including good knowledge of ICT including Excel, Word, Outlook and other programmes relevant to the role
- Ability to analyse bookings in order to develop new opportunities to maximise the income generation of the centre

Personal Qualities & Attributes

- Commitment to providing a high level of customer service.
- Ability to work using own initiative and deal with unexpected problems.
- Ability to demonstrate good inter-personal skills in order to communicate with a wide range of people.
- A good knowledge and understanding of health and safety requirements.
- When required, the ability to direct and supervise the work of contractors on site.
- Ability to multi-task and deal with issues as they arise.
- Build supportive, positive and trusting relationships with others.
- Excellent communication and interpersonal skills to develop solutions to a range of problems.
- Within guidelines, deploy resources when necessary to respond to customer problems or emergency situations.
- Plan and organise own workload in an environment of change and where there are competing demands.
- Flexible approach to case work, understanding different customer needs.
- Ability to communicate with a wide range of individuals and understand the different needs of each and respond accordingly.

Job Requirements

- Flexible approach to working hours (including the potential need to attend the workplace in emergency situations outside of normal working hours)
- Physically able to lift, push, carry equipment and climb up and down stairs.
- Must be able to travel, using public or other forms of transport where they are viable, or by holding a valid UK driving licence with access to own or pool car.
- Must be willing to work regular evenings and weekends.
- Must be able to use a computer.

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