



CENTRE MANAGER

25-35 hours per week (contracted hours to be agreed with the right candidate)

Up to £28,000 pa (pro-rata)

Moseley Community Development Trust is looking to recruit a Centre Manager to be responsible for the day-to-day operations of The Moseley Exchange.

The Moseley Exchange is a vibrant community hub in the heart of Moseley from where we offer a range of services including coworking, room hire, offices and exhibition space.

The Centre Manager is a varied role incorporating: face-to-face work with a broad range of stakeholders; facilities management; staff management; administration, and operations. The role is pivotal to the smooth and successful day-to-day running of our vibrant community hub.

Full details of the role and person specification can be found below.

HOW TO APPLY:

To apply for this role, please submit your CV along with a short expression of interest (up to 750 words in total), outlining:

- Why you are interested in the role
- How you meet the requirements of the role, as outlined in the person specification

Please submit the above to centremanager@moseleyexchange.com.

The closing date for applications is **31st January 2021**

If you would like to find out more about the role or have any questions prior to applying, please do get in touch:

Lorna Brewster - lorna@moseleyexchange.com



Job Title: Moseley Exchange Centre Manager

Hours: 25-35 hours per week, over 4-5 days
Contracted hours to be agreed with the right candidate
No overtime is paid but time off in lieu may be taken where appropriate
Occasional evening and weekend work is required in this post

Reporting to: Chief Officer, Moseley Community Development Trust

Salary: Up to £28kpa pro rata (depending on experience)

Contract length: 12-month fixed term contract

The post is offered initially on a 12-month basis, with the hope to make it permanent beyond this time. At this stage the person will play a key role in helping us oversee the day-to-day management of the building whilst also helping us think about the longer-term needs of the organisation.

Location: Moseley Exchange, 149-153 Alcester Rd, Moseley, B13 8JP

Summary of Post:

The Centre Manager is a varied role incorporating: face-to-face work with a broad range of stakeholders; facilities management; staff management; administration and operations. The role is pivotal to the smooth and successful day-to-day running of our vibrant community hub.

The role will be based at Moseley Exchange and will be responsible for its overall operation, ensuring that it continues to operate a quality facility and services, and operates within the guidelines and agreed budget.

About the organisation:

Moseley Community Development Trust (MCDT) is a registered charity and community anchor organisation in the heart of Moseley. We play a key role in supporting and enabling a range of activities in the community including:

- Neighbourhood Outreach - working with people who are experiencing or at risk of homelessness
- Volunteering and community activities and events
- Coordination of Moseley Together - a community response to the current pandemic
- Coordinating and supporting the work of the Moseley Regeneration Group
- Supporting the local economy through initiatives such as ShopLocal and Visit Moseley
- Providing support and space to other community groups in Moseley, including Narcotics Anonymous, Moseley Misfits, Moseley Society and a range of other local community groups

Moseley Exchange is our physical space here in central Moseley, from where a range of activities and services run. These include: coworking; room hire; exhibition space; serviced offices, and Moseley Post Office as one of our tenants.

The building offers a range of activities, some of direct benefit to the community, and others generating income to support the running costs of the building and the wider community work of the organisation.

Covid has presented many challenges for us as an organisation but similarly opportunities and has seen our work adapt to respond to changing needs. We are looking for someone

who can work with the team to continue to adapt to the ongoing changes in usage of the building. Helping us maximise our community impact and the income we generate from the building, to support our wider activities.

Range of Duties:

The Centre Manager will be responsible for the day-to-day management of the Moseley Exchange including:

Operational Management of the Centre

- Line management of Exchange Assistants, nurturing a supportive, collaborative environment with a focus on enabling people to reach their potential.
- Working with the team to ensure that arrangements are made for the opening and closing and preparation of the Centre before and after lettings and the Centre is clean and well maintained.
- Oversight of routine, planned and preventative maintenance of the building. (To note: we are situated in a conservation area and the building itself dates back to the 1930's when it was once an old telephone exchange).
- Maintaining, monitoring and commissioning work as part of regular or needs-based repair and refurbishment.
- To ensure appropriate support is given to all user groups at the Centre.
- To ensure all relevant Health & Safety legislation and procedures are complied with and relevant documentation is maintained.
- To keep abreast of Covid-secure building requirements and ensure that appropriate measures are taken to ensure a safe yet welcoming environment is maintained.
- Ensuring that all facilities users are aware of processes and procedures for maintaining health and safety and are clear on their roles and duties within their own activities and to other users.
- To help to plan and coordinate meetings and events as necessary.
- To be on the call out list for our monitored intruder alarm.

Admin

- To review policies and procedures ensuring these are up to date.
- Working with the team to ensure that all the necessary administration and communication is carried out efficiently and accurately and the relevant records are maintained.
- Working with the team to identify opportunities to streamline and digitise our systems and processes.
- To ensure that existing programs and services managed by the Centre are evaluated and monitored in accordance with any funder requirements.

Communications and engagement

- To take every opportunity of publicising the Moseley Exchange's activities and facilities. Working in collaboration with other members of staff to market and publicise the range of services, activities and facilities we have on offer at Moseley Exchange.
- To seek to ensure the Centre meets the needs of the whole community wherever possible.

- Working with the team to support the retention and recruitment of new Room Hirers and Coworkers, looking for opportunities to update our offer.
- Where time allows, to identify community issues and needs and to assist with developing community-based programs and resources and encourage participation in activities.
- Where time allows, developing partnerships and relationships with other Community organisations.

The ideal candidate

The ideal candidate will be great at taking ideas and turning them into reality. They'll be a team player and able to work off their own initiative whilst motivating and supporting other members of the team.

They will be happy to 'get stuck in', will be reliable and solution focused. They will be great at communicating with a range of people.

The ideal candidate will be able to demonstrate experience in:

- Building management and maintenance with up-to-date knowledge of health & safety requirements
- Experience of procuring and managing contracts
- Excellent organisational, administrative and communication skills
- Project management skills
- Experience in the use of Microsoft Office Programs (Word, Excel) or similar

Other desirable experience may include:

- Experience in leading a team
- Experience in marketing services and activities (incl. but not limited to through Social Media)

MCDT is an equal opportunities employer. We are committed to increasing opportunities for people with barriers to employment and will respond positively to meet individual needs throughout the recruitment and selection process. Once in post, we will ensure that any appropriate reasonable adjustments to our workplace are made, in order to support colleagues with any form of disability or discrimination.

