

Job Description and Person Specification – (Osmani) Centre Manager

Job Title:	Centre Manager
Hours:	37.5 Hours per week (FT)
Salary:	£25,000 - £30,000 (inclusive of London Weighting) depending on skills and experience
Responsible to:	Programme Manager
Responsible for:	Centre operation and maintenance, sales and promotion of centre, facilities and events management
Direct Reports:	Premises and Events Team

1.1 Job Purpose

To undertake the day to day management of the Osmani Centre, building maintenance, hire facilities and premises and events team. To implement new ideas to keep improving customer service and business performance through sales and promotion of the centre.

1.2 General Job Description

The role is varied and the candidate will be able to work on multiple tasks at any one time, which will involve the following areas:

1.3 Primary Tasks

Primary Task 1: Management of Osmani Centre Building

- 1) On-site management of maintenance and other contracts and ensuring they act in line to current regulations and guidelines, including:
 - Statutory gas, water, and electrical systems examinations
 - Gas, water and electrical system and appliance maintenance
 - Building management system maintenance
 - Smoke ventilation system maintenance
 - Statutory lift examination
 - Lift maintenance
 - Electrical PAT testing
 - Office machine maintenance
 - Internal building cleaning
 - Window cleaning
 - External building and grounds maintenance
- 2) Operation and control of the building management system
- 3) Operation and maintenance of the centre's telecoms, computer and internet network which are provided by a 3rd party.

- 4) Organisation of the waste management contract including management of all on-site waste disposals.
- 5) Ensuring the Centre has an up to date User Induction Pack and procedures for using the Osmani Centre.
- 6) Managing storage space and equipment use within the building.
- 7) To manage the opening and closing of the Centre.

Primary Task 2: Meeting, Training and Conference Facilities Hire

- 1) Provide full operational management of the meeting, training and seminar facilities to maximise additional income, to include:-
 - Marketing and promotion of facilities through mail outs, email campaigns, advertising, community events and leaflet distribution
 - Create and implement a sales and promotion plan
 - Implementation of Osmani Centre Business Plan aims and objectives
 - Meet yearly income targets
 - Ensuring Osmani Centre website is up to date
 - Administration of booking procedures
 - Organisation of the facilities to customer requirements including room set-up (and subsequent breakdown), provision of presentation equipment and catering
 - Management of maintenance and repair of presentation equipment
 - Periodic analysis of other local training and conference facilities to ensure the rates and services provided remain competitive
 - Provide meeting and conference facilities out of normal office hours when required

Primary Task 3: Management of Security

- 1) Operation and monitoring of CCTV system during office hours
- 2) Liaise with SMT regarding any security issues/matters.
- 3) Responsible for overall security of the centre including monitoring of visitors, deliveries etc.
- 4) Procurement, issue, collection and administration of security consumables including fobs and keys.
- 5) Activation of out-of-hours security door system
- 6) Operate the barrier system and intercom system
- 7) First response to alarm activation on common areas and fire escape during working hours.
- 8) Witness any remedial works that are carried by the security contractors and sign off the works when completed.

Primary Task 4: Health and Safety

- 1) Risk assessment and risk management of the centre's communal areas both internal and external
- 2) Operation of the building under the requirements of the fire certificate, including the routine testing, and recording of tests, of the fire detection and prevention systems
- 3) Liaison with local fire service as required
- 4) Organisation of periodic fire evacuation drills to comply with legislation
- 5) Maintenance and testing of the emergency lighting system
- 6) Management of the maintenance contract for the fire fighting systems
- 7) Ensuring that staff and user are aware of the centre's health and safety procedures including the issue of fire and health and safety documentation

- 8) Up-dating of fire and health and safety documentation to reflect any changes in operational systems

Primary Task 5: Management of Events and Premises Staff Team

- 1) Facilitate the day to day organisation within the Events and Premises team
- 2) Ensure appropriate staffing levels are maintained to provide effective service provision
- 3) Manage staff sickness levels, organising necessary cover on a day to day basis
- 4) Familiarise the team with clients' needs and ensure the team address all relevant areas of professionalism within their individual sphere of employment
- 5) Organise and facilitate regular staff meetings
- 6) Responsible for the supervision and management of events and premises staff and volunteers
- 7) Management of all processes involved in recruitment and induction of new staff and volunteers
- 8) Provide necessary organisational information to staff team
- 9) Help keep the team focused and on track
- 10) Monitoring, evaluating and improving performance to agreed standards

General Duties

- 1) Flexible to work unsociable hours & days when required.
- 2) To participate & attend meetings, excursions, & events of Osmani Trust
- 3) Attend relevant training for further development
- 4) To be aware of & adhere to OT policies & guidelines
- 5) Any other duties or tasks may be allocated by line manager or SMT

Commensurate Statement

- 1) The post holder will undertake any other duties of a similar nature, which are commensurate with the grade and seniority of the post.

Person Specification

<i>Qualifications</i>	Essential or desirable
Degree in Business, Management or Administration or related NVQ level 4 qualifications.	Essential
NEBOSH - National General Certificate in Occupational Health and Safety	Desirable
Appropriate qualification in a customer or service related discipline	Essential
Computer literate with knowledge of word, excel and access	Essential
Full Clean Driving License	Desirable
<i>Knowledge & Experience</i>	
Knowledge and understanding of health and safety legislation and experience of carrying out relevant risk assessments	Essential
Experience of facility maintenance management	Essential
Good knowledge and experience of community development and facilities management	Essential
Experience of planning and managing programmes and events	Essential
An understanding of the voluntary sector	Desirable
Experience of promoting community engagement and involvement	Desirable
Experience of people management and supervising staff	Essential
Good knowledge and experience of marketing building facilities	Essential
Experience of income generation and budgetary control	Essential
Experience of working in partnership, ideally within a community buildings environment	Essential
<i>Skills and Abilities</i>	
Results driven, proven track record in meeting deadlines, working under pressure and exceeding targets	Essential

Adaptability and flexibility to be able to respond to changing task requirements in an enthusiastic and positive way	Essential
Passionate about the work of voluntary organisations in this sector	Desirable
Passionate, energetic and pro-active and a 'can do' attitude	Essential
Excellent communication skills – verbal, written and presentational – able to operate with diplomacy, tact and empathy	Essential
Able to set up and maintain operating systems	Essential
Ability and willingness to work evenings and weekends as required – prioritising needs of centre management	Essential
Ability to collate and interpret statistical information.	Desirable
Ability to manage and administrate workload, produce reports and organise meetings.	Essential