

## Centre Manager

Full time – we would also be interested in hearing from candidates who could be part time, with a view to a job share.

- Based at our Centre in the North Laine
- In addition to core business hours a combination of evening/weekend work is required
- Salary circa £28k pa (depending on experience)

**ACCOUNTABLE TO:** Charity Director

**RESPONSIBLE FOR:** Key staffing, including: Customer Service and Community Engagement Coordinator, Marketing/Social Media staff and reception staff and volunteers. In addition, to manage 'suppliers and contractors' (e.g. for building maintenance, cleaning etc). Working flexibly with the Assistant Manager (part-time).

**JOB SUMMARY:** Responsible to BNHC Charity Director for the day-to-day operational management of the Centre. Provision of administrative support and management information to regular and ad hoc business meetings of the Trustee group. To work flexibly with the Assistant Manager and all staff to ensure consistent cross-cover at all times.

### **PERSON SPECIFICATION**

This is a challenging and rewarding role, requiring someone with a broad range of experience and skills. These might include retail management, marketing and digital skills. It is essential that our candidate is highly organised, detail oriented, reliable and personable. We are also looking for:

- Strong team leadership skills, excellent communication & people skills at all levels.
- Commercially-minded to drive improved service offer, sales and new business
- Able to plan and enact change with vision and drive.
- Able to utilise positive marketing and PR to keep the centre profile huge and developing the customer base.
- A passion for maintaining organisational wellbeing with excellent attention to detail.
- Hands-on experience of managing or working within a smaller enterprise, ideally within the charity or wellbeing sector.
- Flexible in their approach to achieve results.
- Enjoy multitasking and able to effectively prioritise in a busy working environment.
- Practical and proactive approach to problem solving with lots of common sense.
- Able to handle difficult situations with ease & remain calm & positive under pressure.
- Plenty of initiative, able to innovate and find creative and unique ways to improve working methods.
- Outgoing and confident personality and positive attitude.
- Able to maintain professional boundaries and a professional demeanour.
- Confident with IT systems and experience using CRMs e.g MindBody or similar.

- Experience of finance management/book-keeping and knowledge of Xero (accounting system) desirable.
- Knowledge of MINDBODY Online Business software is desirable.

## **OVERALL DUTIES AND RESPONSIBILITIES**

1. To lead, develop and support a professional team of staff, volunteers and contracted teachers in providing Centre users with an accessible and affordable programme of high-quality activities to support physical and mental health and wellbeing.
2. To assist in enabling the Centre to achieve its business and charitable aims through provision of regular management, financial, activity and customer information and progress reports; identifying issues and putting forward ideas and recommendations for discussion and implementation.
3. To ensure the centre runs effectively and smoothly, bringing a commercial edge that ensures day-to-day and ongoing financial sustainability.

## **SPECIFIC DUTIES**

### **Staff and volunteers**

Manage the recruitment, performance and training of staff and volunteers in line with employment law and Centre HR policies and ensure they are always given up-to-date information, to provide professional reception, general and specialist administrative services to Centre users.

A key holder with day to day responsibility for the safe running of the Centre. Managing the staff and volunteer duty rota, ensuring cover for regular opening hours and additional weekend activities at the Centre. Participating in general reception and administrative duties as required, preparing and maintaining staff and volunteer records. To oversee Customer Service and ensure a full staffing model.

### **Customer Service**

Ensure all customer queries are dealt with, either by the staff team or personally as necessary. Ensure that all Centre and community-based activities and events are covered to run wherever possible and that customers are contacted in the event of Centre run activity and event cancellations.

Collect and review customer feedback and liaise with the Community Engagement Coordinator to create a strong community at BNHC. Work with the team to grow and diversify our student community and respond to changing interests/needs (i.e. introduce new classes/community projects etc).

### **Teachers**

Working flexibly with the Assistant Manager to oversee the provision and supply of high-quality teachers and to ensure cover arrangements are in place. Manage the contractual relationship with new and existing teachers including their engagement, induction, monitoring and communication, payment, provision of information and collation of teacher records.

### **Centre programme**

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Working flexibly with the Assistant Manager, to plan and coordinate the production, review, updating and circulation of the Centre programme of activities and events, with shared responsibility for ensuring that all Centre systems are maintained accurately and kept up to date.

Monitor timetabled classes weekly, identify patterns of low, or fluctuating class numbers and take action to ensure the Centre offers an attractive and varied programme of classes that engage students' interest and encourage a good level of attendance.

Oversee and monitor all marketing, promotion and revenue budgetary income / expenditure-related activities.

Manage the booking arrangements and provision of information on Centre room hire.

This element of the role is likely to be undertaken flexibly with the Assistant Manager, as it is an element that can be undertaken remotely.

### **Community work**

Oversee and monitor the community engagement, administrative and revenue budgetary income/expenditure-related activities undertaken by the Customer Service and Community Engagement Coordinator.

### **Facilities management**

Ensure the Centre building and any equipment used is maintained in a good state of repair by undertaking regular checks to identify safety and security issues and arranging for routine and urgent repairs and renewals to be carried out.

Identify and inform the Trustees of any building or equipment issues requiring resolution that fall outside the Centre manager's scope of budgetary responsibility.

Ensure that all necessary safety and fire checks are undertaken, also that all policies and processes are updated and shared with Trustees, staff, volunteers and contracted personnel as required by law and in accordance with BNHC policies.

Order supplies and equipment for the Centre as required.

### **Finance and financial information**

This element of the role is likely to be undertaken flexibly with the Assistant Manager, as it is an element that can be undertaken remotely.

Process all online and paper-based supplier invoices, sending online invoices to the Centre accounting system and paper invoices to the bookkeeper.

- On a monthly basis, undertake finance checks on income and outgoing and provide the bookkeeper with income and expenditure for inputting into the Centre's accounting system, finance paperwork and reports, payroll information for inputting into the HMRC system.
- Ensure that daily and weekly cashing up checks are carried out and that cash and cheques are paid into the bank as required.
- Manage petty cash, with quarterly updates to the bookkeeper.
- In liaison with the Centre bookkeeper, check the accuracy of direct debits, invoices and reports from the Centre booking system.
- Respond to queries raised by the bookkeeper and resolve them.

- Undertake annual and ad hoc BNHC booking system maintenance and updating relating to finance records.
- As part of preparatory work for Trustee meetings, liaise with the Finance Trustee to check financial reports and answer queries.

### **Provision of management information**

To be responsible for providing weekly and monthly reports using key information systems including:

- Bookings, class activity, teacher attendance etc. produce routine reports showing key metrics e.g., income, activity and profit per client, income, activity and profit per teacher/class
- Analysis of online and in-studio activity
- Financial; including estimated weekly profit and loss, by teacher/class etc and projections for month and year end.
- Compilation of customer feedback
- Social media and other communication impact analysis

**General tasks** (in conjunction with the Customer Services and Community Engagement Coordinator and the assistant centre manager)

- Key holder, responsible for the safe running of the building. This means attending the building where required in emergencies, which may be out of hours.
- Basic customer service duties including answering queries, taking bookings and payments. This may be done remotely or from the Centre reception as per the organisation's requirements.
- Know and promote the BNHC product when with students/prospective customers.
- Setting up and managing updates to the timetable of classes on MBO.
- Assist the manager with building/caretaker tasks to ensure Health & Safety requirements are met and to ensure the building is well maintained: warm, welcoming, clean, tidy.
- Teacher liaison - communicating with teachers as needed.
- Manage last minute timetable changes - e.g. teacher cover, class cancellations, communicating with students
- Collecting feedback - formal and informal - digesting it and either passing it up the chain and/or taking appropriate action.
- Recruit, hire and supervise BNHC volunteers for reception cover including rota and training.
- Coordinate the studio bookings diary/external room hire.
- Stock take and sales for merchandise.
- Manage small operational budgets as needed.
- Assist the manager with teacher payroll and invoicing as required.
- Complete additional admin tasks that arise to ensure the smooth running of the centre e.g filing, paperwork, stocktake.
- Be aware of all department tasks and responsibilities and able to deputise for the manager when needed.

### **Trustees**

Liaise with the Trustee Chair and ensure quarterly and other ad hoc Trustee Group meetings are appropriately serviced, including setting calendar dates in advance, researching and disseminating information, preparing papers and reports, taking and circulating minutes, taking appropriate follow up action where needed.

Respond to Trustee enquiries on Centre issues that arise and need resolution outside the meetings cycle.

**Tasks and responsibilities may change and develop in line with the requirements of the role.**