

Magor & Undy Community Hub



Main Road, Magor, Caldicot,
Monmouthshire
NP26 3GD

JOB DESCRIPTION

Job Title: Magor & Undy Community Hub Manager

Salary scale £24,000 to
£26,000

Hours: 37 hours per week, flexible working
required (part-time/job share would be considered)

Special Conditions: some evening, weekend & bank holidays
working may be required.

Base: Magor & Undy Community Hub
Main Road, Magor, Caldicot
Monmouthshire NP26 3GD

Responsible to: Magor & Undy Community
Hub Trustees

DBS: Yes (Disclosure & Barring Service Check)

Principal Job Purpose

1. Working with the volunteer trustees to facilitate the provision of a community venue for Magor & Undy and the surrounding area.
2. To effectively manage the Hub's day-to-day business operations to ensure it consistently exceeds expectations and revenue goals and achieves overall success.
3. To maintain an efficient and effective booking service to accommodate the use of the Hub by individuals, community groups and commercial organisations.

Key Responsibilities and Duties

1. To maintain the booking system working with hirers and the MUCH Trustees.
2. To respond quickly, courteously and positively to all requests for information or bookings for the Hub.
3. To show potential hirers the facilities and discuss with them their requirements.
4. To prepare the venue for each booking, organising and setting up equipment appropriately.
5. To ensure the building and the immediate surrounding is clean, tidy and safe for every event or hiring.
6. To ensure the appropriate disposal of all waste and recycling
7. To ensure the electronic door opening software and Hallmaster booking system is operating correctly for users and to open and close the venue for specific hirings or events if needed or agree to delegate to a responsible trustee.

- 8.To work with the trustees and responsible volunteers to ensure that the access and equipment requirements of all events are met.
- 9.Work with the hirer/user , face to face, providing efficient, helpful and friendly service to all users.
- 10.Ensure venue and equipment are in full working order.
- 11.To provide strategic reports and updates to the trustees

Finance

12. To prepare and dispatch invoices to hirers
- 13.To prepare and manage budgets for the Hub's operation and to be responsible for day-to-day financial management.
- 14.To develop and implement fundraising strategies to include applying for and coordinating grant applications, grant reporting, etc.

Marketing

- 15.To work with the Trustees to produce and implement a marketing plan for the Hub to include digital media.

Building Management

- 16.To undertake regular testing of fire alarm system, as required.
- 17.Identify & notify repairs/maintenance issues to building and equipment, and supplies and stores replacements required to the trustees.
- 18.To manage the cleaning and maintenance contract to ensure that the Hub is clean, well lit, in good state of repair and properly equipped.
19. Ensure health & safety and other legal requirements are complied with for every use, including maintenance of clear fire exits at all times. To understand and ensure that safe systems and risk assessments for operational duties are followed
20. As a main key holder to be responsible for the security of the Hub with associated responsibilities including answering alarm calls.

General Management

- 21.To attend and participate in trustee meetings as required.
- 23.To carry out any duties and responsibilities required under the GDPR Data Protection Act 2018, in particular, to take reasonable care that no loss or disclosure of personal data occurs
- 24.To actively support and implement the principles and practices of equal opportunity as laid down in the Hub's Equal Opportunities Policy.

Other Requirements

- To undertake training as appropriate in order that the post holder's skills and competencies are kept up to date
- To undertake such other responsibilities and functions as may be required from time to time by the Trustees commensurate with the duties and responsibilities of the post.
- This job description is subject to review and may change over time to meet the needs of the organisation. Any changes will be subject to consultation with the post holder.

Person Specification

Qualifications/relevant experience	Assessment Method			
	Essential/ Desirable	Application Form/CV	Interview	Probationary Period
Hold a level 3 NVQ or relevant professional qualification or educated to degree or degree level	Essential	✓		
Good standard of literacy and numeracy	Essential	✓	✓	✓
GCSE or equivalent in Maths and English	Essential	✓		
DBS Certificate	Desirable	✓		
Health & Safety	Desirable	✓		
First Aid	Desirable	✓		
Experience				
Working with the public in a courteous, friendly and professional manner	Essential	✓	✓	
Experience of managing, anticipating, processing and monitoring expenditure & budgetary control	Essential	✓	✓	✓
Competent in a range of IT applications e.g. Word, Excel, Microsoft Office	Essential	✓	✓	✓
Experience of working in a leisure centre or village hall as a Duty officer.	Desirable	✓	✓	
Experience of working in a strong customer focused environment and evidence of commitment to delivering high quality services to achieve results.	Essential	✓	✓	✓
Knowledge, Skills and Competencies				
An ability to demonstrate good customer care and to communicate clearly, concisely and courteously with the public both face- to- face, over the telephone and in writing.	Essential	✓	✓	✓
Strong working relationships with colleagues, external organisations, and partners and managing networks with contractors and other stakeholders	Essential	✓	✓	✓
Managing health and safety and being responsible for the safe working practices of others	Desirable	✓		✓
Willingness to abide by all Policies, including undertaking appropriate training	Essential	✓		✓

	Essential/ Desirable	Application Form/CV	Interview	Probationary Period
Good administration skills and accurate record keeping with keen attention to detail.	Desirable	✓		✓
Ability to work positively with the trustees to maintain and improve the functioning, environment and appearance of the Hub.	Essential	✓	✓	✓
Alarm systems/emergency lighting	Desirable	✓		
Ability, and the willingness, to work when necessary, including evenings, weekends and bank holidays	Essential	✓		✓
Skills and abilities				
Good organisational and analytical skills	Essential	✓		✓
Work as an individual and as part of a team, meeting deadlines and organising appropriate work schedules	Essential	✓	✓	✓
Personal Attributes				
Able to perform well under pressure and without direct supervision	Essential	✓		✓
An ability too be self-disciplined and set priorities, manage progress and work with competing deadlines	Essential	✓	✓	✓
Other:				
To be flexible and have the willingness to work to meet the needs of the Hub.	Desirable	✓		✓
To live within walking or cycling distance of the Hub or ability to drive and possess, or have access to, a suitable vehicle	Essential	✓		

The following accountabilities apply to the post:

- Work Environment: This post demands a high level of flexibility, a positive attitude and ability to adapt to changes due to service needs.
- To ensure that the MUCH policies and procedures and relevant regulations, and relevant external regulations, standards or legal requirements, including the General Data Protection Regulations, the Computer Misuse Act, the Health & Safety at Work Act and other relevant legislation are integrated into work programmes and service delivery.
- To maintain strict confidentiality wherever required.

.Additional Information

MUCH operates a Smoke Free Workplace which all employees are required to abide by.

Here is what we can provide you with:-

A NEST Pension

23 days annual leave

Mae'r ddogfen hon ar gael yn Gymraeg trwy gysylltu ag ysgrifennydd MUCH.

This document is available in Welsh by contacting the secretary at MUCH.