



# Hale Community and Youth Centre

Registered Company Number 06872992 / Charity Number 1132822

## Centre Manager – Job Description

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| <b>Reports to:</b>            | Chair of the Trustees  |
| <b>Reporting to the Post:</b> | Assistant Centre Manager, Centre Administrator, Youth Lead, Community Fridge & Cupboard Co-ordinator, Community Development Co-ordinator                                 |
| <b>Location:</b>              | Hale Community and Youth Centre, 130 Upper Hale Road, Farnham GU9 0JH<br><a href="https://www.halecommunitycentre.org.uk/">(https://www.halecommunitycentre.org.uk/)</a> |
| <b>Hours:</b>                 | 5 days per week, with flexibility regarding which days and some home working (37 hours)  |
| <b>Salary:</b>                | £38,000–£42,000 FTE  |
| <b>Benefits:</b>              | Pension scheme, flexible working, uniform available  |

### 1. About Hale Community and Youth Centre

Hale Community and Youth Centre is a vibrant, inclusive charity providing a wide range of services, activities and meeting spaces for people of all ages. Our work includes youth provision, community development, and the Community Fridge & Cupboard, alongside a programme of recreational, learning and social activities.

Our Youth Centre is a flagship part of our identity, offering a safe, supportive and engaging space for young people. It is a cornerstone of our community impact and a key reason local residents value the Centre so deeply. We aim to create a welcoming, accessible and affordable environment that strengthens community connection and supports local residents to thrive.

### 2. Why Work With Us?

Hale Community and Youth Centre is a warm, community-rooted organisation where relationships matter and every day brings opportunities to make a meaningful difference. You'll join a supportive team, a committed Board, and a community that sees the Centre as a vital local resource. We offer a culture built on trust, compassion and collaboration, where your ideas and leadership can genuinely shape the Centre's future.

We are committed to being an inclusive employer and welcome applications from people of all backgrounds, experiences and identities. If you're passionate about community impact and enjoy varied, purposeful work, this is a role where you can thrive.

### 3. Purpose of the Role

The Centre Manager provides day-to-day leadership of the Centre, ensuring high-quality operations, strong community relationships, and effective delivery of services and projects. Working closely with the Board of Trustees, staff, volunteers and partners, the Manager ensures the Centre is safe, sustainable, well-managed and responsive to local needs.

The role includes operational oversight, staff and volunteer management, safeguarding and compliance, partnership development, income generation, and promoting the Centre's profile and impact - including the continued development of our Youth Centre as a key part of our offer.

### 4. Key Responsibilities

#### A. Operational Leadership & Compliance

- Lead the day-to-day running of the Centre, ensuring smooth, safe and efficient operations across all services, including the Youth Centre.
- Oversee building maintenance, repairs and improvement projects.
- Ensure compliance with all Centre policies and procedures, including Government guidance where applicable.
- Act as the operational lead for Health & Safety, GDPR and Safeguarding, maintaining accurate records and ensuring policies and procedures are up to date.
- Conduct and monitor risk assessments across all activities and facilities, including youth provision.
- Provide regular operational updates and reports to the Board of Trustees.

#### B. People Management

- Line-manage staff, contractors and volunteers, ensuring effective recruitment, induction, supervision and development.
- Foster a positive, inclusive working environment where equality, dignity and wellbeing are prioritised.
- Ensure HR processes follow Centre policies and current legislation, seeking external HR advice where required.
- Oversee the Centre's complaints procedure, ensuring appropriate handling, investigation and resolution.

#### C. Community Engagement & Partnerships

- Build and maintain strong relationships with local organisations, partners and stakeholders.
- Represent the Centre positively at meetings, events and forums.
- Ensure the Centre's activities reflect community needs through listening, consultation, monitoring and evaluation.

- Work with partners, families and young people to ensure the Youth Centre continues to meet local needs.
- Promote the Centre's visibility, reputation and impact within the local community.

#### **D. Income Generation, Marketing & Communications**

- Lead the development and implementation of an income generation and marketing strategy.
- Identify and pursue funding opportunities, including grants, sponsorship and partnerships.
- Prepare high-quality funding applications and ensure timely reporting to funders and statutory bodies.
- Oversee marketing and communications, including social media, publicity materials and media engagement.
- Promote room hire, activities and services to maximise income and community benefit.

#### **E. Finance & Governance**

- Work with the Treasurer and Accountant to support budget setting, financial monitoring and reporting.
- Maintain an overview of the Centre's financial position and ensure best practice in financial administration.
- Ensure financial information required for reporting, grant monitoring and Board papers is accurate and timely.
- Prepare reports for Board meetings and attend Board and Annual General Meetings as required.

#### **F. Project Management**

- Support and oversee the delivery of high-quality services and projects.
- Ensure project leads are supported to meet objectives, outcomes and compliance requirements.
- Implement robust monitoring and evaluation processes to demonstrate impact.
- Ensure all projects - including youth-focused activities - are risk assessed and appropriately resourced.

#### **G. Flexible Working**

We support flexible working arrangements where possible, including some home working and flexibility around working patterns, provided the needs of the Centre and community are met.

## **H. General Duties**

- Provide occasional cover for reception, administrative tasks and events outside normal working hours.
- Undertake any other reasonable duties that support the effective running of the Centre.

## **5. Person Specification**

### **A. Qualifications and Training**

- Educated to A-level/Level 3 or equivalent.
- Strong IT literacy across standard office and communication tools.
- Relevant professional development or training (desirable).

### **B. Experience & Knowledge**

- Minimum 3 years' experience in the voluntary, community or business sector.
- Proven experience in project management and team leadership.
- Experience motivating and supporting staff and volunteers.
- Track record of income generation through fundraising, grants, sales, PR or marketing.
- Knowledge of organisational strategy, business planning and community development.
- Experience of budgeting, financial monitoring and grant management.
- Experience building and sustaining partnerships with external organisations.
- Experience of working with young people or youth-focused services (desirable).

### **C. Skills**

- Excellent written, verbal and interpersonal communication skills.
- Strong relationship-building skills with a wide range of people.
- Ability to identify and pursue income generation opportunities.
- Strong project management, monitoring and evaluation skills.
- Ability to work independently, prioritise effectively and make sound decisions.
- Ability to work collaboratively in teams, groups and partnerships.
- Full driving licence and access to a vehicle (essential).

### **D. Personal Qualities**

- Proactive, self-motivated and values-driven.
- Compassionate, community-minded and committed to helping others.

- Enthusiastic, adaptable and resilient.
- Entrepreneurial and opportunity-focused.
- Highly motivated with a commitment to inclusion and equality.
- Comfortable engaging with people from all backgrounds.

## 6. How to Apply

Please send your CV and a covering letter (each no more than two A4 pages) outlining your interest in the role and how you meet the criteria to:

[secretary@halecommunitycentre.org.uk](mailto:secretary@halecommunitycentre.org.uk)

We welcome applications from candidates of all backgrounds, including those who have gained skills outside formal employment.

For an informal discussion about the role, please contact the Centre Manager at [manager@halecommunitycentre.org.uk](mailto:manager@halecommunitycentre.org.uk) or call 07471 180958.

**Closing date: Monday 20<sup>th</sup> April**

**Interviews: Week commencing Monday 4<sup>th</sup> May**