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# Recruitment information

## Job description and person specification

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<b>Your title</b>	Centre Manager (Maternity Cover)
<b>DBS check</b>	<p>This post requires an enhanced DBS check</p> <p>The aspects of this role that require this level of check are: access to confidential, personal, customer information including customers with high levels of vulnerability. Interacting with and managing staff and volunteers who have close contact with adults at risk.</p>
<b>Post number</b>	?
<b>Your team</b>	Community Services
<b>You would be based</b>	Primarily at Molesey Centre for the Community but able to work at any Centre for the Community
<b>Your line manager</b>	Head of Community Services



**Elmbridge**  
Borough Council

*... bridging the communities ...*

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## About the role

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The role of Centre Manager (Maternity Cover) is to primarily oversee and lead the day to day operations for Molesey Centre for the Community. With responsibility for a team of staff and volunteers, delivering the Community Support service for vulnerable clients at the centre.

The role will be the key point of contact for volunteers, clients, hiring groups, contractors and other members of the community that access the centre.

Meals on Wheels service is a seven day a week operation from Molesey Centre. The Centre Manager will be responsible for overseeing the smooth running of the service.

The role will primarily be based at Molesey Centre for the Community but will be able to be based at and manage any of the Centres for the Community within the borough. The role may also need to be at the Civic Centre in Esher. There may be the need for some extended days, evening or weekend shifts on an occasional basis.

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## The main purpose of the role:

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To be responsible for the safe operations at the Centre for the Community. Ensuring all clients, particularly those with higher levels of vulnerability are in a safe, welcoming, inclusive and enjoyable environment. That all staff and volunteers are delivering the service in a caring, responsive, and positive manner.

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## Specific duties and responsibilities

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- Responsible for the day to day operational management of the Centre for the Community, including being a key holder, ensuring the building is safe and secure and knowing which council teams or contractors to contact if there are any issues.
- Responsible for a range of financial management processes and procedures including setting budgets, monitoring and appropriate use of a procurement card.
- Responsible for maintaining and updating Health and Safety Risk Assessments for the building, working with the Centre Support and Policy Manager and adhering to all health and safety policies.
- Responsible for supporting existing hirers and new hirers to the Centre, including ensuring compliance with hiring agreements and submission of hiring returns.
- Responsible for the management of the Centre staff team in line with Elmbridge policies, along with volunteers, services and activities in the building. This includes recruitment, induction and performance management of staff and volunteers.

- Responsible for the provision of hot meals and all catering and beverage sales at the Centre and regular reviews of the menus to ensure they best meet the customers' nutritional needs.
- Responsible for ensuring a 7 day a week Meals on Wheels service is received by clients in the catchment area for the Centre: ensuring that there are sufficient volunteers available weekdays to deliver the Meals on Wheels, if needed deploying staff to assist, and to submit monthly invoices for billing. Molesey and Hersham provide a 7 day a week service with a weekend cook operating the service at weekends. Other Centre Managers need to ensure there are staff to cover their respective area at weekends.
- Responsible for the management of the Adult Social Care contract, and assessment and monitoring of clients' needs.
- Responsible for the management of cleaning / food contracts working with contractors accordingly to ensure health and safety compliance
- Responsible for the safety of all customers attending the Centre which could include raising safeguarding concerns that may occur outside of the Centre situation.
- Responsible for fundraising activities to support service developments
- Responsible for operating and supporting with rest centres across all sites. This at times may be outside of your normal working pattern.
- Responsible for producing and updating risk assessments to maintain the health and safety of staff, volunteers and clients.
- Engage in consultation with stakeholders with respect to specific equality needs assessment for Centre services where appropriate.
- There may be the requirement to undertake a hire in order for an event to take place or where the presence of a Centre Manager would be beneficial. This would only happen on an occasional basis unless the manager wished to take on a more regular let. Any activity undertaken outside core operating hours would be reimbursed via completion of a timesheet.
- To support any service strategies currently the Elmbridge Connects strategy ensuring relevant input to reflect Centre services, develop an actions programme and monitor accordingly.
- To be aware of and seek to develop the Council's vision and key developments working corporately where appropriate to develop initiatives, working with the Senior Management Team.
- Represent the Senior Management at meetings and functions relating to the work of Community Support Services which may also include in exceptional circumstances being asked to cover another Centre for the Community.
- To foster a happy and comfortable environment within the Centre.

- All Centre Managers will be working closely with the Senior Centre Manager in terms of ensuring all aspects of Centre monitoring, invoice generation, data capture etc are delivered within agreed timescales.
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## **What's missing?**

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Our job descriptions cover as much of the role as we can possibly get down in writing, but issues will arise, and we hope and expect that you will understand that and take on-board other tasks from time-to-time, in keeping with your role of course.

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## **Your conduct**

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We expect the highest standards of conduct from our employees and at all time you must carry out your duties with integrity and in accordance with the Code of Conduct for employees.

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## **Equal opportunities**

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We have a strong commitment to achieving equality of opportunity and expect all employees to implement and promote our policy in their own work.

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## **Health and safety**

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We are committed to a healthy and safe working environment and expect all employees to implement and promote its policy in all aspects of their work.

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## **Personal and sensitive data**

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You will have regard for the duty of care owed to personal data and sensitive personal data and any other confidential or sensitive information which you access in the course of your employment ensuring adherence to the Data Protection Act and the Council's Information Security Policy and related guidance.

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## **Talent development**

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We have a talent development programme that includes regular one-to-ones, mid-year reviews, end of year performance reviews and a strong and varied learning and development programme.

You will be expected to get involved in this talent programme to ensure you are performing at the highest level.

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## Confidentiality

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We are committed to maintaining privacy of all staff and customers. We expect all staff to handle all individuals' personal information in a sensitive and professional manner. All staff are under an obligation not to gain access or attempt to gain access to information they are not authorised to have.

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## Person specification

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**Please read the details on this form carefully before you complete your Application Form. This form lists the essential requirements needed in order to do the job.**

Your written application will be considered in relation to the essential knowledge, skills, abilities, education and experience required for the job and candidates will therefore be selected for interview on this basis.

Elmbridge Borough Council is committed to providing the best possible services and ensuring they are accessible to all who need them irrespective of race, colour, ethnic or national origin, religious or political belief, Trade Union activity, age, disability, being male or female, married or unmarried, sexuality.

### **What you need to tell us on your application form:**

- You will need to tell us throughout your application form and at interview how you can contribute to providing good quality services for all.
- For each of the requirements listed overleaf, you will need to explain how your skills, abilities, knowledge, education and experience make you suitable for this post.
- These may have been gained through previous employment, voluntary/community work, spare time activities, home responsibilities, training or languages spoken.
- You should also include anything else relevant to the job which you think we should know about.

We regret that we can only consider applicants who are already eligible to work in the United Kingdom

**Centre Manager (Molesey Centre for the Community)**

**Post No: ?**

**Team: Community Services**

**Hours: 36 Hours**

**Salary: PO39 – PO43 £47,887 - £52,223**

**Car Allowance: C3 Frequent Car User**

<b>Key requirements</b>	<b>Desirable/ essential</b>	<b>To be tested by: Application (A) Test (T) Interview (I)</b>
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<b>Qualifications and Education</b>		
1.	Relevant higher level education\ management qualification	D A
2.	Educated to GCSE (or equivalent) in English and Maths.	E A
3.	First aid at work, or willing to obtain	D A

<b>Experience</b>		
4.	Supervisory experience in a front line customer facing service.	E A/I
5.	Experience working with vulnerable clients in a caring environment	E A/I
6.	Working with volunteers in a care environment	E A/I

<b>Knowledge, skills and abilities</b>		
7.	Ability to supervise and motivate staff effectively	E A/I
8.	Ability to work effectively in a busy, customer-focused service ensuring that clients' needs are central	E A/I
9.	Good verbal and written English skills alongside basic IT skills	E A/I
10.	Time management skills and ability to prioritise tasks	E A/I
11.	Personal resilience	E A/I
12.	An ability to be innovative and creative in the delivery of services.	E A/I
13.	Ability to stay calm under pressure	E A/I
14.	Ability to take the lead, proactively problem solve and make difficult decisions	E A/I

<b>Special requirements</b>		
15.	Flexible with respect to working hours.	E A/I
16.	Current driving license and ability to travel to any of the centres in the community.	E A/I
17.	An Enhanced DBS check is required for this position (can be obtained after post is offered).	E A/I