

Job summary

Role title: Assistant Manager

Department: Community Centres

General description of role

The Assistant Manager will lead on a range of administrative duties to ensure the delivery of high-quality services to centre users and hirers. They will also lead on small projects and developments to improve the centre, in particular, co-ordinating community-based activities. They will provide general support to the Centre Manager, including covering their role when they take annual leave. They will play a crucial role in ensuring good relationships with centre users, hirers, volunteers and the whole team.

The Council has three community centres in the borough, in Banstead, Woodhatch and Horley. All three centres offer a broad range of services to residents of all ages, including: an activity programme; room hire; café and outreach activities. The role holder would be based at Banstead but will be expected to travel to other centres in the borough to cover annual leave and support centre events as required.

Responsibilities of role

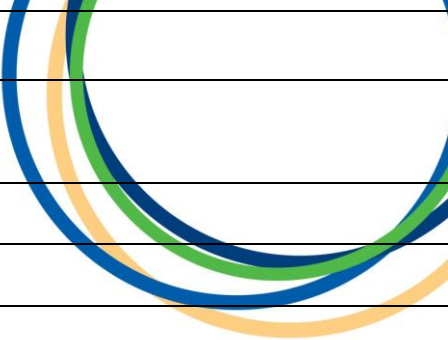
- 1. Service delivery.** To support the Centre Manager to run a high-quality service in the centre. Including all aspects of the day-to-day running of the centre, such as organising and coordinating community-based activities, events, outings, dealing with customers, suppliers etc. Responsible for day-to-day administrative tasks, including dealing with telephone calls, ordering of stock, stock control, cash handling and recording according to agreed procedures, use of systems to record data and produce reports. The role holder will take room hire bookings and promote room hire. The role will involve deputising for the Centre Manager and occasionally involve being in sole charge of the centre. They will be a key-holder and on occasion will be responsible for opening/closing the building and ensuring it is safe and secure.
- 2. Administration.** Carries out administrative tasks for the centre, working cooperatively with the Centre Manager and other team members. Includes scheduling, updating and maintaining the centre and organisational databases, and producing relevant reports for service monitoring.
- 3. Customer care.** To provide assistance for all members of the community using the centre including older people within the centre (NB: centre users are all independent and self-managing). This may include greeting people arriving at the centre, taking payments for lunch, transport and activities, preparing, cooking and serving meals and refreshments for the café and dining room.
- 4. Service development.** To work with the Centre Manager in developing ideas, activities, and arranging events and to lead on these as small projects in some instances. To facilitate user-led and volunteer-led activities and involve users as much as possible in the selection, planning and delivery of activities.

Person specification and interview assessment form



Candidate name			
Contact number			
Role title	Assistant Manager		
Date of interview		Signed by recruiting manager	

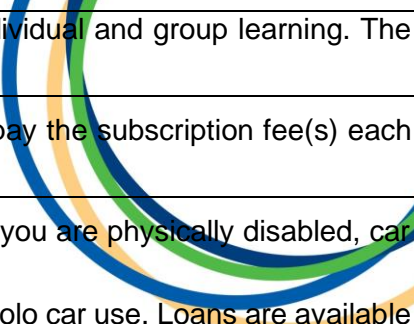
Selection and Interview Criteria		Scoring	
Criteria	Criteria importance E = Essential P = Preferred	Score 3 = Met with full example 2 = Partly met with example 1 = Partly met no example 0 = Not demonstrated	Score rationale/interview notes
Qualifications			
First Aid qualification or willingness to train.	E		
Food hygiene qualification or willingness to train.	E		
Experience and achievements			
Experience of working in customer services, preferably in a social care or leisure setting.	E		
Experience of administrative duties, including taking bookings, keeping records up to date.	E		
Experience of working in a team and preferably with volunteers.	E		
Experience of undertaking small projects to improve processes and/or services. Ideally with experience of small community-based projects.	P		
Competent in using digital technology and common IT packages (Word, Outlook, Excel).	E		
Role required competencies and behaviours			
An adaptable and flexible approach, with a positive attitude to change and a willingness to learn from and work with other individuals and organisations.	E		



Willingness to undertake a variety of daily tasks as part of a small team in a busy centre.	E		
Ability to empathise with older people and their situation and treat all customers with courtesy and respect.	E		
Corporately required personal qualities and behaviours			
Innovative	E		
Supportive	E		
Flexible	E		
Positive	E		
Total Criteria Score			Feedback to be given to candidate:
Essential Criteria Score			
Preferred Criteria Score			
Appointment choice number		1st / 2nd / 3rd	

Summary of employment package

Place of work	<p>The role will be primarily based at Woodhatch Community Centre.</p> <p>We may require you to work from another place of work within the Borough or a neighbouring Borough or District, or further afield by prior agreement.</p>
Salary	<p>Graded Administrative, the salary will be in the region of £24,714 - £25,501 (pro rata) per annum dependent upon experience. Cost of living awards are reviewed annually on 1 April. Incremental progression and bonuses may be payable in line with the appraisal scheme.</p>
Duration of contract	<p>The contract will be offered on a permanent basis.</p>
Probationary period	<p>Upon joining the Council, all staff are required to satisfactorily complete a six month probationary period.</p>
Hours of work	<p>Hours of work are nominally 15 per week.</p>
Employment Benefits	
Flexible working hours	<p>Flexible working allows for the alteration of start/leave times and length of lunchtime break, time off in lieu for longer hours worked and a flexible working system.</p> <p>Whilst staff are expected to manage their time and keep working hours within acceptable limits, flexible working arrangements are always subject to sufficient office cover and the particular needs of the service at that time.</p>
Annual leave	<p>The basic leave entitlement is 259.2 hours per annum pro rata (equivalent to 36 standard days), rising to 295.2 hours per annum (equivalent to 41 standard days) pro rata after five years continuous local government service, inclusive of Bank Holidays.</p> <p>Annual leave must be taken on the Council's discretionary day off around Christmas and New Year period.</p>
Pension	<p>You will be auto enrolled into the Local Government Pension Scheme (LGPS) to which the Council contributes 15% of your earnings each year. You are able to transfer funds into the LGPS within the first twelve months of employment. However, you can also choose not to join the scheme and make your own arrangements. If you wish to opt out of the scheme you will not be able to do so until after your first day.</p> <p>Your pension contribution rate will depend on your full time equivalent annual salary. The salary and rates are reviewed annually on 1 April each year. The current rates can be found on the Surrey Pension Fund website: http://www.surreypensionfund.org/surrey-pension-fund/paying-in/membership-and-contributions/#contribution-rates</p>
Training and development	<p>The Council actively encourages continued professional development and talent development.</p>



	Learning facilities are available in-house, including a dedicated Training Room for both individual and group learning. The Council also has a number of Computer Based Training packages.
Professional subscriptions	If you are required to be a member of a professional organisation(s) for your role, we will pay the subscription fee(s) each year directly by invoice.
Car parking / Travel loan scheme	<p>Unless your role is classed as an essential user, you take part in our car share scheme, or you are physically disabled, car parking is not made available.</p> <p>The Council offers interest free loans to encourage staff to travel by alternative methods to solo car use. Loans are available to purchase bicycles and accessories to the value of £1000, for quarterly/yearly rail season or bus tickets or a season car park pass.</p>
Employee discounts	<p>All staff have access to special offers and discounts on national and local high street shops, restaurants, motoring benefits, discount cinema and theatre tickets, holidays, insurance and much more.</p> <p>Full annual discounted membership is available for the 'Better' run leisure centres at Tadworth, Donyngs and Horley.</p>
Other Conditions	
Pre-employment checks	<p>Appointments are offered subject to several pre-employment checks to comply with the Home Office's Baseline Personnel Security Standards (BPSS):</p> <ul style="list-style-type: none"> • at least two satisfactory references • eligibility to work within the UK, and proof of your identity • evidence of relevant qualifications • basic criminal record check (BPSS)
Paid work with another employer	<p>If you are appointed, your contract with the Council should normally be classed as your main employment.</p> <p>You will devote your whole-time service to our work and not be involved in any other business or take up any other appointment without getting written permission from your manager or the Chief Executive.</p>
Disclaimer	Please note that this document outlines the likely employment package for this role but does not form part of your terms and conditions of employment if you are subsequently employed by Reigate & Banstead Borough Council. These will be outlined in any contractual documents addressed to you directly.

Great People at Reigate & Banstead

Our great working environment and the values and behaviours of every individual and team in the Council, help to evolve the culture of our organisation to become more commercial, innovative and embracing of change.

Successful applicants to our career opportunities will be able to demonstrate they share the values and behaviours we seek in our organisation.

Our Vision

Working together to make a great place to live, work and enjoy.

Our Values

Making a difference, doing the right thing, being bold and confident.

Our Behaviours

We should demonstrate our values by being positive, supportive, flexible, and innovative.

Positive: I maintain a “can do” attitude and a smile

- ✓ Create an encouraging and optimistic environment and bring others with me
- ✓ Approach others in a pleasant, happy and upbeat manner
- ✓ Maintain enthusiasm in difficult times
- ✓ Demonstrate commitment to my own service and to the Council
- ✓ Demonstrate an "I care" attitude

Supportive: I create an environment where the people I work with feel valued and respected and have confidence to develop

- ✓ Understand the council's priorities and work towards a common goal
- ✓ Work across boundaries to develop relationships, share information and keep others informed
- ✓ Listen to the views of others allowing the best way forward to be found
- ✓ Communicate in a courteous and respectful manner
- ✓ Behave in ways that promote the fair and equal treatment of all

Flexible: Adapting the way I work, I can deal confidently with change and accept new and different ideas and approaches

- ✓ Accept that change is an integral part of working at Reigate & Banstead
- ✓ Demonstrate an open mind to new ideas and proposals
- ✓ Display a willingness to do things differently
- ✓ View change in working practices as an opportunity for improving and developing
- ✓ Adopt a flexible approach to meet the team's requirements

Innovative: I work to develop new ideas and workable solutions to drive the Council forward

- ✓ Question currently accepted ways of doing things
- ✓ Implement good ideas, learn from others, both internally and externally
- ✓ Identify novel ways of resolving issues using own initiative
- ✓ Suggest and try out new approaches
- ✓ Challenge the status quo in a constructive way

Great People



POSITIVE



INNOVATIVE



SUPPORTIVE



FLEXIBLE