

**Job Description**

**Job Title:** Centre Manager

**Location:** Tim Pryor Centre, 34 Wilkinson Street, Sheffield S10 2GB

**Contract Status**: Permanent

**Working hours:** 30 - 37.5 hours per week (negotiable) 08.30 start

**Accountable to:** The Board of Trustees

**Reporting to:** CEO

**Line Management:** Reception Administrators (x2)

 Finance Administrators (x2)

 Facilities Officer

 Data Inputters

**Accountable for:** Operational running of the Tim Pryor Centre

**Job Summary:** To lead and manage the day to day running of the Centre to promote an accessible, welcoming and safe environment for clients, staff, therapists, assessors, volunteers and visitors.

To ensure that timely financial information is available.

To develop and ensure efficient and effective internal administrative systems and processes across the organisation.

To lead on ICT development and online systems.

To cover finance, administrative and reception tasks in the event of absence/where needed.

**Key Responsibilities**

The principle areas of responsibilities include:

1. To manage staff & volunteers working on finance and administrative tasks.
2. Responsible for the smooth running of Reception. To be responsible for effective line management of the reception team and ensure arrangements are in place for any absence/leave.
3. To oversee and supervise the work of volunteers in reception, finance and in the therapy office.
4. To organise and ensure effective administrative cover, support and operational systems are in place and adhered to across Cavendish Cancer Care.
5. To ensure robust systems are in place for dealing with enquiries, cancellations or rearranged appointments. To ensure professional and efficient communication with all service users.
6. To ensure effective management & delivery of ICT & telecoms services within the building
7. To be responsible for ensuring a safe working environment within the building.
8. To ensure any incidents are reported and responded to appropriately. To maintain staff training log.
9. Responsible for opening up the Centre in the morning and ensuring rooms are ready to use.
10. Overall responsibility for ensuring that appropriate policies, systems and procedures are in place for the safe and legal running of the facilities, including health & safety, security, insurance and premises licensing
11. In the absence of the Facilities Officer to liaise with the landlord as required to ensure Cavendish fulfil all responsibilities as tenants and to be responsible for organising repairs and maintenance on the building when necessary.
12. Data entry /analysis as required and to ensure data is inputted in a timely and efficient

manner.

**Key Deliverables**

* Effective line management
* Effective contribution to the management team regarding operational issues
* Timely delivery of financial information to management and trustees
* Centre maintained to high standard of cleanliness and tidiness
* Outside grounds well maintained and managed
* Health and safety and security requirements are upheld
* Key contracts in place and reviewed in a timely way
* Data inputted efficiently and in a timely manner

***The post holder may also be required to carry out other duties reasonably expected by Cavendish Cancer Care.***

***This job description may be amended from time to time to reflect organisational and role developments and needs.***

**SKILLS/EXPERIENCE REQUIRED**

Exceptional organisational and administrative skills, experience of finance processes and a true ‘can do’ attitude.

Experience of line management and developing a team.

Experience of designing and implementing effective operational systems and processes.

Experience of implementing policies and procedures relating to effective running of an organisation.

Excellent IT skills.

Experience of using a CRM system would be an advantage.

Understanding of data privacy standards.

Excellent communication, writing and interpersonal skills.

Good team worker.

Able to manage own caseload, multi-task, determine priorities and to work under pressure to defined timescales.

Good problem solving and decision-making skills.

Flexibility and adaptability to cope well with changing priorities.