

Job Description

Job Title: Centre Manager

Location: Tim Pryor Centre, 34 Wilkinson Street, Sheffield

Accountable to: The Board of Trustees

Reporting to: CEO

Line Management: Reception Administrator
Finance Administrator
Finance & Operations Coordinator

Accountable for: Operational running of Cavendish Cancer Care

Job Summary: To lead and manage the operational day to day running of the organisation.
To promote an accessible, welcoming and safe environment for clients, staff, therapists, assessors, volunteers and visitors.
Responsible for health & safety including infection control.
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, HR and general 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. To identify any training needs within the team.
2. To organise and ensure effective administrative cover, support and operational systems are in place and adhered to across CCC.
3. To contribute to senior leadership team meetings regarding operational issues.
4. To be responsible for all health and safety requirements; to ensure all health and safety requirements and legislation is adhered to including risk assessments, accident/incident reporting, appropriate policies and procedures.
5. Overall responsibility for ensuring that appropriate policies, systems and procedures are in place for the safe and legal running of the facilities, including security, insurance

and premises licensing, repairs, insurance and maintenance of premises and equipment.

6. Ensuring therapy rooms are clean and suitable for client use. To ensure that appropriate cleaning procedures are in place throughout the building and between client appointments.
7. To ensure effective management & delivery of ICT & telecoms services across the organisation.
8. To be responsible for information governance. To ensure effective systems and processes in place and to ensure compliance with confidentiality, data protection, GDPR and other relevant legislation.
9. Responsible for the smooth running of Reception/client booking system (Acuity). To ensure effective systems are in place for dealing with enquiries, cancellations or rearranged appointments. To ensure professional and efficient communication with all service users.
10. To assist with the recruitment and induction of new staff members and volunteers, and maintenance of training /insurance records and DBS checks.
11. To keep up-to-date with changes in employment legislation and to ensure all HR documentation is appropriately maintained and managed; overseeing the audit process for the Centre's HR policies and procedures.
12. Administration relating to the HR Information System including annual leave and sickness absence, and performance management records.
13. In conjunction with the SLT and CEO to contribute to the strategic planning and development of service within CCC
14. Data entry /analysis as required and to ensure data is inputted in a timely, accurate and efficient manner.

Key Deliverables

- Effective line management
- Effective contribution to the SLT regarding operational issues
- Timely delivery of financial information to SLT and trustees
- Health and safety and security requirements are upheld
- Key contracts in place and reviewed in a timely way
- Centre maintained to high standard of cleanliness and tidiness
- Outside grounds well maintained and managed
- Data inputted accurately and in a timely manner
- Efficient administrative processes are embedded throughout the organisation.

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

CONTRACT TERMS

Contract Status: Permanent, full time

Working Hours: 37.5; 8.30am – 5pm

Working Location: Based in our Therapy Centre, ability to work from home if required.

Rate of Pay: £25,000- £30,000 (Dependent on experience)

Pension: Cavendish Cancer Care Group Personal Pension Plan, Employer Contribution 3%, Employee Contribution 5%

Annual Leave: 25 days + Bank Holidays