



## *Job Description*

<b>Job Title:</b>	Community Centre Manager
<b>Hours Per Week:</b>	Permanent Full-Time, 37.5 hours per week (work flexibly)
<b>Location/Department:</b>	Health and Wellbeing
<b>Reports To:</b>	Head of Community Services
<b>Direct Reports:</b>	Reception Team, Transport Team, Porters, Sessional Workers and John Morden Centre Volunteers
<b>Budgetary Control:</b>	Yes
<b>DBS Disclosure:</b>	Enhanced
<b>Date Prepared:</b>	November 2021

### **Job Summary/Purpose:**

1. To be responsible for the coordination, smooth and successful day to-day running of the John Morden Centre and Social Club, building a welcoming, busy, and vibrant community space, and providing services and activities for the Morden College community.
2. Be responsible for coordinating a full programme of events and activities spanning recreation, occupation, proactive support in keeping with the vision to support people to live a 'Good Life'.
3. Provide leadership to line reports, ensuring effective use of resources and time, maintaining quality and safety, whilst promoting high performance both individually and as a team.
4. Build on Morden College's approach to community engagement, use of communal space, and beneficiary involvement to support the community to live a 'Good Life' based on what matters to the individual.
5. Be responsible for the portering, mail room and transport services ensuring a professional and efficient customer service delivered in a hospitable, empathetic, and friendly manner with a positive can-do attitude
6. Be responsible for ensuring the Reception Team deliver a professional and efficient service to Morden College residents, visitors, and colleagues, greeting all with a positive, helpful, and can-do attitude.

7. Ensure that staff adopt and maintain a person-centred approach to the development and delivery of high-quality services and uphold the principle that each individual is at the centre of our services and the support they require.
8. Facilitate and foster a supportive team for all staff and volunteers, encouraging their direct communication and contribution with regards to improving culture, service delivery and service user experience.

## Values and Behaviours:

The following are the values that Morden College wishes staff to adhere to in their daily working life. To be:

- **Respectful**

Understand the value of life histories, using them to enhance individual wellbeing and create opportunities for meaningful connections; adapt to differences and focus on individuals not tasks and routines; contribute positively to a culture of mutual respect both in the workplace, and between residents and staff.

- **Compassionate**

Show kindness, dignity, respect, warmth, empathy, and compassion in all interactions; treat every individual as a person, be inclusive and provide support that is tailored to meet need; don't judge.

- **Accountable**

Be self-aware and open; be supportive, take personal responsibility and be answerable for your actions; lead your team; show integrity.

- **Progressive**

To make a real difference to peoples' lives think outside the box; be open to learn and reflect on yourself, your skills, and actions; be adaptable, positive and inspiring; embrace new ideas and technologies.

## Key Duties & Responsibilities:

### John Morden Centre and Social Club

1. To be responsible for the smooth and successful day to-day running of the John Morden Centre and Social Club building a welcoming, busy, and vibrant community space.
2. To be welcoming and inclusive to a diverse and interesting range of users, occasionally dealing sensitively and appropriately with complex and challenging issues that may present.
3. Manage the supervision of sessional workers, volunteers, and the centre's allocated resources. Ensuring that all staff and volunteers have access to appropriate learning and

development and understand their role and responsibilities regarding health and safety, safeguarding and data protection.

4. Have oversight of premises management, ensure that the cleaning and other facilities management arrangements with the Operations Team are completed to make sure the building is maintained for the future and is fully compliant with Health and Safety, Fire Safety, and other legal requirements.

### **Programme Planning for communal spaces.**

1. Be responsible for coordinating a full programme of events and activities spanning recreation, occupation, proactive support e.g., carers groups, memory cafes, monetary and legal advice in keeping with the vision to support people to live a 'Good Life'.
2. Work collaboratively with the Operations Team to deliver the events programme, utilising all communal spaces, including Cullum Welch Court to include performing arts, leisure and lifestyle activities and formal events.
3. Create and maintain monitoring mechanisms to record and track engagement levels, income levels, response rates and achievement of event or activity objectives.
4. Engage with all stakeholders, including Resident Committees to identify trends, provide insight and suggest action to inform and enhance the programme.
5. Support with the communications strategies (e.g., public open events, training and awareness raising sessions, communications materials, social media etc.) to promote Morden College and capture community engagement.

### **Transport**

1. Lead the transport team, ensure that daily operational objectives are achieved and that the team achieves their performance targets, identifying areas of continuous improvement, always with a focus on the customer.
2. Ensure drivers of the minibuses comply with the requirements of the Section 19 Permit, including the requirement to document the daily walkaround checks, embed a quality assurance and reporting process.
3. Oversee bookings for the Morden College minibuses and pool car ensuring that drivers, both paid and volunteer are properly licenced and appropriately skilled, and the vehicles are used efficiently and effectively across both sites.
4. Ensure guidance and information on the use of Morden College transport is relevant and up to date, using various modes of communication such as online, notices, signage, and resident handbooks

5. Engage and involve those individuals who use the transport services to determine the most suitable and preferred services, encouraging feedback on service and availability.

### **Portering and Mailroom Services**

1. Manage the Portering Service being responsible for ensuring the team deliver a professional and effective service with a positive, helpful, and can-do attitude and the receiving, recording, and issuing of portering requests ensures an efficient and equitable service across all areas.
2. Coordinate the mailroom service, ensuring that all incoming mail is sorted and distributed using a standardised and efficient process, and that all health and safety practices are in place and the work area is kept tidy to avoid accidents.
3. Implement and maintain monitoring mechanisms on portering staff performance tracking response times, customer satisfaction levels and achievement of objectives.
4. Evaluate any changes in the need or demand of the service, implement required changes including the modification of work rotas to reflect the requirements of the service.

### **Morden College Reception**

1. Manage Morden College Reception, be responsible for ensuring the team deliver a professional and efficient service to Morden College residents, visitors, and colleagues, greeting all with a positive, helpful, and can-do attitude.
2. In collaboration with the Operations Team establish Reception as a Customer Service Hub providing a single point of contact for maintenance, transport accommodation requests, events, and room bookings.
3. Create and maintain monitoring mechanisms to record and track response times, customer satisfaction levels and achievement of objectives.

### **General Duties and Responsibilities:**

1. To be an ambassador for Morden College in the external community, developing robust communication strategies that provide all stakeholders with the opportunity to be engaged in service developments and informed on progress.
2. To take appropriate action to remedy any unsatisfactory employee performance issues and report these to your line manager as appropriate.
3. To be familiar with Morden College Policies and Procedures, cascading and interpreting information for the team to ensure compliance and understanding and safe practice, whilst providing a compassionate, warm, and caring service

4. Enable good 2-way communication within your team, being supportive and inclusive and encouraging a culture of mutual respect; monitoring all documentation and observing staff in practice to enhance performance and always ensure a person-centred approach.
5. To ensure harmonious and respectful working with all departments and other internal stakeholders, ensuring a holistic and efficient service is provided to service users.
6. To maintain confidentiality and to comply with the College policy thus ensuring security in the management and use of information at all times.
7. To undertake any other duties at the request of the line manager which are commensurate with the role, including project work, absence cover and taking part in college events.
8. To operate in accordance with the College's policies and procedures as detailed on the College's website and intranet and as set out in the Staff Handbook and elsewhere, and ensure compliance with Safeguarding Adults policies, Care Quality Commission legislation and key lines of enquiry.
9. To work in accordance with the Health and Safety at Work Act 1974 and related College regulations; understanding the health and safety policy and ensuring that care is taken to protect the health, safety and welfare of residents, staff, and visitors in Morden College. This will include reporting of faulty equipment to the relevant manager.
10. To undertake training as necessary in line with development of the post.
11. To participate fully in the performance management process and undertake Continuing Professional Development as required.
12. To achieve and demonstrate agreed standards of personal and professional development within agreed timescales.
13. To ensure compliance with the General Data Protection Regulations 2016 and the Data Protection Act 2018.
14. This post requires the post holder to be fully vaccinated against Covid-19 unless clinically exempt.

***This job description is not meant to be exhaustive and will be reviewed and amended as necessary to meet the changing needs of the organisation. It will also be used as the basis for determination of objectives and the contents will be used as part of the appraisal process. This job description has been agreed between the post holder and Morden College.***