**Job Description:** Community Centre Supervisor
**Job Title:** Community Centre Supervisor
**Reports to:** Chief Executive Officer (CEO), Brampton and Beyond Community Trust
**Location:** Brampton Community Centre, Union Lane, Brampton, CA8 1BX
**Hours:** Full-time, 37 hours per week, with flexibility required for evening and weekend work to support community centre activities and events. On-call availability for out-of-hours emergencies will also be required.
**Salary:** £28,000 - £30,000 per annum (dependent on experience and qualifications)
**DBS:** This post is subject to an enhanced Disclosure and Barring check.

**About Brampton and Beyond Community Trust**

Brampton and Beyond Community Trust is a charitable company limited by guarantee (Company No. 07304443, Charity No. 1138044) dedicated to enhancing the well-being of the local community through the provision of a vibrant and accessible community centre. Brampton Community Centre serves as a hub for a diverse range of activities, events, and services that foster community spirit and promote local engagement.

**Job Purpose**

The Community Centre Supervisor will be responsible for the effective and efficient day-to-day operational management of Brampton Community Centre. This pivotal role ensures the centre is a welcoming, safe, and thriving hub for the community, whilst working towards strategic objectives related to community engagement and centre utilisation. The post holder will manage staff, maintain high standards of cleanliness and maintenance, oversee financial processes, and ensure all health and safety regulations are rigorously met.

**Key Responsibilities**

Operational Management:

* Oversee the smooth and effective day-to-day running of Brampton Community Centre, including opening, closing, and securing the premises.
* Act as a designated key holder and respond to out-of-hours callouts for emergencies.
* Manage the bookings diary, ensuring efficient scheduling and maximised occupancy of facilities.
* Oversee the set-up and dismantling of equipment for various activities and events.
* Implement and review operational procedures to ensure efficiency and high standards of service delivery.
* Ensure all users and visitors receive excellent customer service.

Financial Management:

* Responsible for all aspects of cash handling, including collection of monies, issuing receipts, and preparing for banking.
* Perform regular bank reconciliations.
* Process and enter invoices and generate invoices for centre usage using Xero accounting software.
* Manage allocated budgets effectively, monitoring expenditure and identifying opportunities for cost efficiencies and income generation.
* Contribute to financial reporting for the Board of Trustees.

Premises Management and Maintenance:

* Ensure the community centre is maintained to a high standard of cleanliness, tidiness, and repair.
* Oversee routine inspections of the building and grounds, identifying and reporting any maintenance issues promptly.
* Liaise with contractors and maintenance personnel to ensure timely and effective resolution of repairs and scheduled maintenance.
* Manage stock levels of cleaning products, stationery, and other necessary supplies.
* Ensure all lighting and heating systems are functioning effectively and report defects.

Health and Safety Compliance:

* Champion health and safety within the centre, ensuring the welfare of all staff, volunteers, and users is paramount.
* Ensure compliance with all relevant health and safety legislation, including fire safety, Legionella control, emergency lighting, and first aid.
* Conduct regular health and safety audits, risk assessments, and maintain accurate records.
* Implement and review emergency procedures.
* Ensure all staff receive appropriate health and safety training.

Staff and Volunteer Management:

* Line manage, supervise, and motivate centre staff, including managing rotas and allocating duties.
* Ensure staff are adequately trained and have the necessary equipment to perform their tasks safely and effectively.
* Foster a collaborative and supportive working environment.
* Oversee the engagement and supervision of volunteers where applicable, adhering to the Trust's volunteer framework.

Community Engagement and Development:

* Actively promote Brampton Community Centre and its programmes within the local area to increase usage and community participation.
* Work towards achieving Key Performance Indicators (KPIs) related to community engagement, footfall, and occupancy rates.
* Contribute ideas for the improvement of facilities and the future development of the centre's offerings.
* Build and maintain positive relationships with local community groups, hirers, and partners.
* Respond to and resolve user queries and complaints in a professional and timely manner.

Administrative and Reporting:

* Maintain accurate records relating to bookings, finances, maintenance, and health and safety.
* Prepare regular reports on centre performance, including financial data, occupancy rates, and community engagement metrics, for the CEO and Board.
* Ensure confidentiality of all sensitive information.
* Demonstrable knowledge of safeguarding practice and procedure.

This job description is not exhaustive and may be subject to review in conjunction with the post holder.

**Person Specification:** Community Centre Supervisor

**Essential Criteria**

Experience:

* Demonstrable experience in managing or supervising a community centre, leisure facility, or similar public venue.
* Proven experience in operational management, including premises security, bookings, and facility usage.
* Demonstrable experience of managing budgets, cash handling, and financial administration (e.g., invoicing, reconciliation, use of accounting software like Xero).
* Experience of line managing and supervising staff, including recruitment, training, and performance management.
* Track record of ensuring compliance with health and safety regulations and conducting risk assessments.

Skills & Abilities:

* Excellent organisational and time management skills, with the ability to prioritise a varied workload.
* Strong interpersonal and communication skills (written and verbal), capable of engaging effectively with diverse groups of people.
* Proficiency in IT, including Microsoft Office Suite and accounting software (Xero or similar).
* Problem-solving skills with the ability to act calmly and decisively in emergency situations.
* Ability to work independently and take initiative, while also being a strong team player.
* Demonstrated ability to motivate and lead a team.
* Understanding of community engagement principles and the ability to work towards targets.

Knowledge:

* Good understanding of health and safety legislation relevant to public buildings (e.g., fire safety, Legionella, COSHH).
* Knowledge of basic building maintenance requirements.
* Awareness of best practices in community centre management and service delivery.

Personal Attributes:

* Flexible and adaptable, with a willingness to work evenings and weekends as required by centre activities and events.
* Reliable and trustworthy, particularly with financial responsibilities and key holding duties.
* Proactive and enthusiastic approach to work.
* Commitment to the aims and values of Brampton and Beyond Community Trust and serving the local community.
* A full UK driving licence and access to a vehicle would be advantageous due to the nature of potential out-of-hours callouts.

Desirable Criteria:

* Relevant qualification in facility management, business administration, community development, or a related field.
* First Aid at Work qualification.
* Specific experience with Xero accounting software.
* Knowledge of the Brampton and wider Cumbrian community.