

JOB TITLE:	CENTRE MANAGER
LOCATION:	Westbury-on-Trym, Bristol
SALARY:	£26,500 (£29,713 FTE) Payable when agreed targets are achieved
HOURS:	33 hours per week. Flexible working. Weekend, evening and school holiday working will be required.
CONTRACT:	Permanent
REPORTS TO:	Chair of trustees
Overall Aim:	To bring together families living with deafness through activities and the provision of information, education and training.



ABOUT THE FAMILY CENTRE

We are a small charity based in Bristol which brings together families living with deafness or hearing impairment. We provide activities for families during school holidays and at weekends, with occasional evening activities. We also provide Deaf Awareness sessions to local organisations and British Sign Language courses and workshops. All children's activities consider the individual's communication needs and ensure that every child is included whatever their hearing ability and communication method. Family activities create an opportunity for parents and other family members to share experiences whilst their children are taken care of.

ABOUT THE ROLE

This is a key role within the charity, responsible for the day to day running of the organisation.

The Centre Manager will be responsible for:

- The day to day management of the charity.
- Line management of the Finance and Administration Officer, Events Administrator and the team of Sessional Workers.
- Making sure all Statutory and Governance requirements are met including:
 - Reporting to the Charity Commission.
 - Preparation of the Annual Report and Accounts.
 - Health and safety of staff, volunteers and members.
 - Adequate insurance is maintained.
 - Ensuring charity and employment law are adhered to.
 - Staff, trustees and volunteers have current DBS checks as appropriate.
 - Data protection.
 - Safeguarding children.
 - Confidentiality.
 - Payroll processing.
 - HMRC payments and submissions.
 - Policies and procedures are appropriate and kept up to date.
 - AGM.

- Constitution.
- Building and maintaining relationships with local and national organisations and professionals including:
 - Local authorities.
 - Sensory Support Services.
 - Local voluntary organisations supporting the deaf.
 - Specialist schools for deaf children.
 - Local HIRBs.
 - Local schools.
 - Local NHS PCT's.
 - NDCAMHS – SW.
 - NDCS.
 - West of England Hearing Implant Programme.
 - Teachers of the Deaf.
 - Speech and Language Therapists.
 - Children's Hearing Services Working Groups.
 - Commercial organisations supporting our members.
 - Any other relevant working groups, steering groups, individuals or organisations.
- Recruitment and management of volunteers.
- Reporting to the trustees including:
 - Monthly activity report.
 - Monthly report on income/expenditure against budget.
 - Alerting the trustees of any risks and issues.
 - Attending trustees meetings as required.
- Managing the charities finances
 - Ensuring that systems are in place to accurately record income and expenditure
 - Ensure that The Treasurer receives accurate and comprehensive reports
 - Ensuring that restricted income is properly accounted for and used in accordance with the funders expectations
 - Preparing a draft budget with The Treasurer
 - Managing income and expenditure against budget
 - Working with The Treasurer to manage the charity's bank accounts and gain maximum investment income
- Achieving income targets through fundraising and other income streams including:
 - Income from trusts and foundations
 - Statutory contracts and grants
 - Delivery of services
 - Community fundraising
 - Member contributions to activity costs
 - Any other appropriate source of income
- Meeting the needs of members including:
 - Regular consultation with members
 - Monitoring and evaluation of activities
 - Ensuring activities are relevant, accessible and inclusive and meet the charity's objectives

- Providing information through meetings, the website, newsletter and facebook group as well as personal contact face to face, by email and on the phone.
- Providing family friendly BSL tuition
- Recording all feedback and responding to any issues
- Being responsive to family requests for new or modified services where possible
- Meeting funders expectations
 - Ensuring that projects are delivered in accordance with the funding application
 - Advising funders where changes to the project are needed and gain their approval
 - Fulfilling all reporting requirements
 - Keeping accurate records regarding restricted funding
 - Monitoring and evaluating projects
- Developing and retaining membership through:
 - Building relationships with those that work with families and could refer them to us
 - Attending seminars, conferences and events to meet new families
 - Attending Acorns at Elmfield House each week
 - Having a proactive approach to outreach
 - Ensuring the family database is up to date
 - Making sure that families' expectations are met
 - Providing relevant materials and information to new families
 - Encouraging new families to attend activities through personal contact and making activities accessible

REQUIRED SKILLS

Essential

- Experience of managing an organization or complex projects, preferably within a voluntary sector organization.
- Line management experience.
- Track record of achieving fundraising targets.
- Financial management experience.
- Good IT Skills .
- Experience of building and maintaining relationships with other organisations.
- Flexible and adaptable.
- Conscientious, diligent and able to maintain accurate records.
- Professional.
- Confident, lively and enthusiastic.
- Good time management.
- Able to work with minimal supervision.

Desirable

- Previous experience of working with families of children with special needs.
- Experience of public speaking.
- British Sign Language qualification.
- Knowledge of deaf issues and culture this may include living with deafness personally or in the family and or working in deaf services.