

Taunton Centre Manager

Our **mission**:

“Bringing hope and transforming the lives of refugee families, one life at a time”

SUMMARY OF POST

To manage all building-related activities and services for the CHARIS Taunton Welcome Centre and ensure the smooth running of the centre on a day-to-day basis.

Role reports to:	Operations Director
Working Hours:	37.5 hours per week
Salary:	£24,000 - £28,000 per year
Location:	Taunton based
Key internal relations:	CEO, Communications and External Affairs Director, Welcome Hubs Programme Manager, Admin & Communications Assistant, Trustees (Treasurer and Legal) and Volunteers
Key external relations:	Somerset County Council, Somerset West and Taunton Council, other regulatory bodies, utility companies, local vendors and trades, VCSEs, charities and other refugee organisations

MAIN DUTIES & RESPONSIBILITIES

Buildings-Related Responsibilities

Set up

- Plan, coordinate and manage set up, fit out, decoration, refurbishments, building works installations and planning applications
- Supervise buildings staff and external contractors
- Set up and manage required buildings contracts e.g. IT support
- Ensure all utilities, services, telecoms and IT are in working order
- Develop and implement H&S plan for building and work with Operations Director to ensure all core staff and volunteers are appropriately trained

Ongoing responsibilities

- Manage smooth running of buildings and services on day-to-day basis
- Oversee all building related activities including cleaning and waste disposal
- Ensure all operations, services and activities within the building comply with all regulatory standards, and all external consents and approvals are in place
- Manage upkeep of equipment, supplies and assets within the building
- Maintain asset register and work with Treasurer to ensure appropriate insurance cover
- Review, manage and report on all building related expenditures, including utilities consumption and office supplies, and strive to minimize costs
- Manage buildings lease and ensure all obligations within this are met

Operational Responsibilities

- Work with the Operations Director and other CHARIS personnel to organise events and meetings at the centre, including events for service users, and for social, public and fundraising events, some of which will be in evenings or weekends
- Ensure all operations, services and activities within the building are in line with CHARIS values and are compliant with CHARIS policies and procedures including safeguarding, data protection, confidentiality, and health & safety
- Act as welcoming presence to service users, volunteers and visitors that come to the centre
- Assist Operations Director with helping to organise activities and services at the centre
- Assist the Operations Director with management and rota of volunteers at the centre

PERSONAL QUALITIES

This role is suited to someone who embodies and champions the values of CHARIS:

- We value people
- We respect difference
- We are compassionate
- We care about high quality resettlement
- We are a faith-based charity and seek to be inclusive
- We are pioneering and responsive

QUALIFICATIONS, SKILLS AND REQUIREMENTS

Qualifications and Skills

- Direct experience with managing buildings-related activities, services and facilities management including lease and utilities management
- Experience of fit-out and refurbishment projects
- Experience and knowledge of developing and managing contracts
- Project management capability and demonstrable track record of delivery
- Experience of organising and managing public and private events and activities
- Aligned with our values
- Strong organisational and interpersonal skills
- Excellent ability to network, develop and maintain good relationships
- Strong initiator and self-starter, highly motivated
- Good communication skills, in writing and verbally
- Able to manage multiple activities within the building concurrently
- Experience with working with volunteers

Requirements

- Undertake a DBS Enhanced check suitable for interacting with vulnerable refugees
- Participate in safeguarding training
- Understand and uphold data protection requirements in accordance with CHARIS/SCC requirements

This role will be in line with CHARIS' Safer Recruitment policy, including the importance of safeguarding and operating a culture of openness.

Glossary of Abbreviations:

CEO – Chief Executive Officer

DBS – Disclosure and Barring Service

SCC – Somerset County Council

VCSE – Voluntary, Community and Social Enterprise