



## **Love's Farm House General Manager**

### **Job Description**

<b>Job Title:</b>	General Manager of Love's Farm House
<b>Salary:</b>	Salary band starting from £20,500 actual salary (£26,845 FTE), with scope for negotiation depending on experience
<b>Hours:</b>	30 hours per week during school term time (including inset days); 15 hours per week during school holidays, working Monday to Friday. Job share will be considered.
<b>Holiday:</b>	5.6 weeks per annum pro-rata
<b>Location:</b>	Love's Farm House, 17 Kester Way, St Neots PE19 6SL
<b>Responsible to:</b>	The Trustees of Love's Farm Community Centre CIO
<b>Reporting to:</b>	Chair of Trustees

Any job offer will be subject to satisfactory DBS and reference checks, in accordance with Love's Farm House's safer recruitment policy, and a three-month probation period.

### **Background**

Love's Farm House (LFH) is a purpose-built community centre, which opened in October 2015. The building is owned by Huntingdonshire District Council and managed by Love's Farm Community Centre CIO (LFCCC), a charity led by volunteer trustees for the benefit of local residents. LFH offers a wide range of hirer-led activities such as toddler groups, exercise classes, children's uniformed organisations, youth clubs and support services. There is a community cafe on Tuesday, Friday and Saturday mornings, a Friday evening bar and one-off fundraising events such as discos and magic shows. The building is made available for hire for private parties and events at the weekend.

### **Post Summary**

The General Manager will have overall responsibility for managing the building for the benefit of local residents, reporting to the Board of Trustees. They will have a good knowledge of health and safety regulations, strong leadership skills in order to manage a small team of staff, be highly organised, and have a friendly, customer service focused attitude to ensure that LFH is a welcoming environment for everyone in the community. Throughout their role, they will uphold LFH's Values of inclusivity, kindness, community cohesion, democracy & accountability, financial sustainability and celebrating success.

## **Key Responsibilities**

### ***Health & Safety***

- Take overall responsibility for ensuring that Love's Farm House is a safe environment, including:
  - Ensuring that Premises Risk Assessments & Fire Risk Assessments are reviewed and signed off by the Board of Trustees on a six-monthly basis, identifying and mitigating new hazards as they arise.
  - Taking responsibility for the implementation of the Control of Substances Hazardous to Health regulations, including keeping COSHH Risk Assessments up to date and ensuring that safety data sheets are available.
  - Carrying out walk-throughs of the building at the beginning of every shift to identify and remove or mitigate any new hazards.
  - Acting as a first aider for the building, ensuring that first aid boxes are checked and restocked regularly.
  - Ensuring that the accident book is available and that any accidents are recorded and reported to the Board of Trustees, and that the RIDDOR reporting process is followed if relevant, in adherence with the building's Health & Safety Policy.

### ***Facilities***

- Identifying and logging any repairs required to the building.
- Instructing caretakers to carry out minor repairs and maintenance tasks.
- Gathering quotes for large repairs, liaising with the Operations Team of the Trustees to choose a contractor, and arranging for repairs to be carried out quickly and with minimal disruption to users of the building.
- Supervising the regular maintenance checks carried out by the caretakers.
- Managing the regular servicing of equipment, including booking service visits, filing certificates and arranging service contract renewals.
- Carrying out a caretaking role for hirers who are using the building whilst on duty, including overseeing the preparation, clearing and cleaning of rooms, moving furniture as required.

## ***Policies & Procedures***

- Managing the policy register for the building, ensuring that policies are reviewed regularly by the Board of Trustees and updated following any legislation / regulation changes.
- Writing new policies as required by the Charity Commission, and submitting them to the Board of Trustees for approval.
- Acting as the Safeguarding Designated Person for the building and ensuring that staff and hirers are aware of and comply with the building's Safeguarding Policies.
- Managing the annual insurance policy renewal and ensuring that the terms of the building's insurance are complied with.

## ***Managing the Hire Schedule for the Building***

- Taking bookings by telephone, email and in person, answering enquiries and showing potential hirers around the building as required.
- Completing hire forms and inputting bookings into the Planyo booking database and LFH systems, ensuring that customer information is handled in compliance with GDPR and the LFH Privacy Policy.
- Managing the termly hire contract renewal process for the building, and the onboarding process for new hirers.
- Organising the caretaking rota for the building.

## ***Finance***

- Managing the monthly invoicing process for regular hirers using the Xero accounting system.
- Taking payments for hire fees and deposits in cash, by bank transfer and by credit card.
- Managing the credit card system for the building.
- Logging incoming and outgoing payments, reconciling the bank account using the Xero accounting system and banking cash and cheque payments.
- Logging and arranging payment of incoming invoices.
- Identifying potential grant funding opportunities and leading on grant applications in conjunction with the Operations Team of the Trustees.

## ***Events & Marketing***

- Creating the monthly What's On Guide for the building.
- Assisting the Trustee-led Events Team with arranging and marketing one-off fundraising events.

- Using the ticketing platform Ti.to to create and manage ticket sale pages for LFH events.
- Taking responsibility for keeping the LFH website up to date and writing news stories.
- Taking the lead on LFH's social media pages, creating Facebook events for in-house events and using social media to promote events in the building.
- Writing updates for the quarterly Love's Farm News magazine and acting as the contact for advertisers.

### ***HR / Management of Staff & Volunteers***

- Line managing a small team of caretakers.
- Line managing the LFH Bar Manager.
- Leading on the recruitment and onboarding of new staff.
- Assisting the Trustees with the recruitment of new volunteers.

### ***Administration / Support for the Board of Trustees***

- Drafting agendas, minutes and action points for Trustee Meetings and the Annual General Meeting. Trustee Meetings are held on Wednesday evenings, once per month.
- Acting as the charity contact for LFH with the Charity Commission and keeping the building's records up to date.
- Assisting the Board of Trustees with completing and submitting the Charity Commission's annual return.
- Keeping up to date with Charity Commission correspondence to ensure that the charity is meeting its requirements.
- Ordering stationery, cleaning supplies, cafe stock, bar stock and equipment from LFH's suppliers.

### ***General Responsibilities***

- Keyholding for the building.
- Providing excellent customer service to LFH's hirers and customers.
- Working effectively with other LFH staff and volunteers where relevant.
- Taking responsibility for identifying your own individual training and development needs in discussion with your line manager, and participating in any training and development activities identified and agreed.
- Some out-of-hours working will be required on occasion.
- Carrying out any other mutually acceptable duties as required by the Trustees of LFCCC, in accordance with the aims of LFH.

*Note: this job description may be reviewed and is subject to change from time to time.*

## Person Specification

	Essential	Desirable
<b>Experience:</b>	<ul style="list-style-type: none"><li>• Experience of working in a customer service focused role.</li><li>• Administration experience.</li><li>• Strong IT skills.</li></ul>	<ul style="list-style-type: none"><li>• Managing staff.</li><li>• Events &amp; marketing.</li><li>• Facilities experience.</li></ul>
<b>Skills and Abilities:</b>	<ul style="list-style-type: none"><li>• Excellent approach to customer service.</li><li>• Good leadership skills.</li><li>• Strong organisational skills.</li><li>• Good knowledge of health &amp; safety regulations.</li></ul>	<ul style="list-style-type: none"><li>• Knowledge of safeguarding legislation.</li><li>• Good numeracy skills.</li><li>• Good grasp of using social media for marketing purposes.</li><li>• Graphic design and desktop publishing skills.</li></ul>
<b>Education and Training:</b>	<ul style="list-style-type: none"><li>• First aid qualification, or willingness to work towards this qualification.</li></ul>	
<b>Other:</b>	<ul style="list-style-type: none"><li>• Willingness to work flexibly and outside contracted working hours on occasion.</li></ul>	