

b title:	Community Centre Coordinator
Responsible to:	Head of Enterprise
Key staff relationships:	Centre staff, Barnet Council, Recreational Engagement Officer, Enterprise Team, Estates Team and other community contacts
Location:	Tarling Road Community Hub working across all of our sites as required
Hours:	35 hours per week over 7 days
Status:	Fixed Term Contract for 18 months
Pay & grade:	Grade D £25,139 (Full-time pay)

Context

YMCA London City and North (YLCAN) is an independent charity that is affiliated to the YMCA movement. We work across some of London's most deprived boroughs in Islington, Haringay, Tower Hamlets, Newham, Barnet and Hackney as well as the City of London. Over 600,000 young people call our area of London home.

Young people are at the centre of all we do. Our vision is for a society where they are equipped to create a future of their choosing. We collaborate with them so that they make informed choices through access to accommodation, youth services and community engagement.

Over 150 years we have helped tens of thousands of young people. Today, at any one time we accommodate over 400 young people who are experiencing homelessness and we positively impact the lives of thousands.

Our core values include mutual respect for individuals with different cultures, beliefs, and perspectives; encompassing diversity and inclusion; equality of opportunities and accessibility.

Our services for young people and communities in London also include Youth Hubs, Community Outreach and Childcare. Our Crouch End and London Marathon Fitness Centres provide a strongly community orientated, inclusive gym environment, where people support each other to achieve their fitness goals. Our Haringay Club provides a gymnastics and dance facility for children and the Tarling Road Community Hub is an estate based resource for all members of the community.

Job purpose

- To create a vibrant, local community hub that offers a range of spaces and activities.
- Establish relationships with local community groups to develop and promote a full suite of community programmes that meet community needs and maximise take up.
- Work with the Enterprise team to develop marketing and communications plans to promote activities, events and centre facilities increasing our profile and maximising income.
- Work with the Estates teams to ensure the centre is well maintained and offers a positive leisure experience.

Duties and responsibilities



Recreational Engagement

- Identify and establish strong relationships with local community groups and organisations and directly with local people.
- Plan and promote the centre to this network to ensure maximum utilisation of our available spaces, seven days a week.
- Work collaboratively with the Recreational Engagement Officer to identify new opportunities for events and classes run by our own team, maximising a vibrant programme seven days a week.
- Work with the Enterprise team to ensure the timely coordination of regular communications and marketing campaigns around our programme.
- Ensure that other community hub managers and our staff team are familiar with our range of activities, clubs and events and have the opportunity to engage in them fully.
- Develop volunteer opportunities working with the Recreational Engagement Officer and Human Resources Team.

Income Maximisation & Budget Management

- Manage the Tarling Road Community Hub budget and income.
- Plan and monitor event occupancy levels to ensure the programme achieves targets.
- Efficiently manage existing tenants to ensure their continued rental.
- Prepare and present annual income generation forecasts, supported by monthly and quarterly monitoring and evaluation data.
- Provide constructive feedback to the staff team of the customer service experience of our clients to push for improvements and excellence of service

Promotion

- Utilise the organisations social media channels in the promotion of the programme.

Reception Supervision

- Manage the staff team and rotas, to ensure that the centre operates seven days a week for lease holders and room hirers.
- Ensure that high standards of customer care are achieved in all customer-facing interactions.
- Provide constructive feedback to the staff team of the customer service experience of our clients to push for improvements and excellence of service.
- When required, ensure any complaints are handled effectively in line with our policies and procedures.
- Establish and maintain clear operating systems for room hire and event bookings through online booking and payment systems.
- Ensure all records are kept up-to-date and that information is input in a timely and accurate manner.

Regulatory Standards and Compliance

- Report to the Estates team any concerns over the building or grounds and support the Estates team in working with Barnet Council to make sure that the building is kept at the highest possible standard.
- Work with HR to ensure that adequate Safeguarding training is provided to all staff and volunteers.



- Keep abreast of and comply with the organisation's policies, procedures and standards relating to all aspects of buildings health and safety and fire regulations as directed by the Estates Team.

GDPR and Data Protection

- Maintain the integrity of all personal data; protecting personal data from breaches and maintain the confidentiality of personal data.
- Report any data breaches promptly to your line manager.

Dimensions

The working pattern is set between the postholder and the Head of Engagememnt. Regular 1-2-1 meetings will take place with the Manager.

The position will require working at evening and weekend community events to support and promote the work of the centre and to create a vibrant atmosphere.

Scope and limits of authority

Accountable for the quality of the service; responsible for ensuring deliver own tasks in a timely and professional manner to the required standards.



PERSON SPECIFICATION

Knowledge, Qualifications and Experience	Essential
Preferably educated to A-level or equivalent, with supporting evidence of relevant continuing professional development. e.g Business and Finance	✓
A minimum of two years' experience of leading staff and volunteers	✓
Has a current First Aid Qualification	
Experience in community outreach work and marketing	✓
Knowledge of the networks available within the local community and the ability to tap into those networks	✓
Skills and Abilities	
Ability to develop and maintain constructive relationships with key external and internal stakeholders	✓
Customer service orientation, and ability to provide high quality in-house services	✓
Good time management and organisational skills, including ensuring good prioritisation or need, and allocation of tasks	✓
Has an understanding of managing a building with lettings	✓
Experience of meeting performance standards and key performance indicator	✓
Ability to develop staff to maximise potential and drive up personal performance	✓
Has experience of managing budgets	✓
Excellent written and verbal communication skills	✓
Computer literate with a working knowledge of Microsoft Office	✓
Personal Qualities	
Has an understanding of Christian Ethos and values people of all faiths or none	✓
Committed to the YCLAN values and demonstrate these in working practices	✓
A commitment to providing high-quality services	✓
Commitment to equality, diversity and inclusion and how it applies within this role	✓
Other Requirements	
Ability to work at evening and weekend community events to support and promote the work of the centre and the organisation	✓
Willingness to work flexibly in response to changing organisational requirements	✓

