

## Fletton House: The Hub Manager - Job Description

Post Title:	Community Hub Manager
Employed by:	Oundle Town Council
Accountable to:	The Town Clerk
Accountable for:	The Hub facilities, developing and running services, fundraising, marketing, promotion, customer engagement and office duties relating to the work of The Hub.
Hours:	Up to 25 hours a week, some evening and weekend work will be required from time to time.
Location:	Fletton House
Contract:	The role is for one year fixed term but with the potential to extend based on the success and on-going requirements of the Hub and subject to successful grant funding being secured.
Salary range:	Salary Scale SCP 7-12 £10.63 - £11.63

### **Job Purpose:**

The Hub Manager will initiate, run and coordinate the creation, development and sustainability of a community-driven Hub for the benefit of Oundle residents, the wider local community and potential user organisations and charities. As this is a start-up, the first focus will be to develop the business, maximise use of the facilities available and identify opportunities by means of effective marketing, networking and innovative solutions. Working closely with Oundle Town Council staff, local statutory, voluntary and commercial sector organisations, the Manager will work to ensure The Hub becomes a vibrant, well managed facility that operates for the benefit of Oundle residents and the wider rural community and organisations.

The Manager will be given a high degree of autonomy and will be self-motivated. The Town Clerk, as line manager, will support the Manager to aid her/him in achieving their full potential within the role.

The main duties and responsibilities of the Manager are:

- To manage the Hub under the broad direction set by the Oundle Town Council
- To develop and implement procedures for the effective management of the Hub
- To promote the use of the Hub by sound community engagement, good customer relations and, amongst other things, contribute to OTC website and social media.
- To introduce services and facilities in accordance with the aims of Oundle Town Council and develop a business plan.
- To develop and deliver in-house clubs and events
- To develop close working relationships with local partners, particularly community groups and charities.
- To encourage local services and activities to be run from the Hub, for example clubs, open days, social events, public meetings, advice services and formal meetings.
- To set appropriate charges and terms and conditions in consultation with the Clerk and Town Council
- To ensure there is up to date information and procedures for using the Hub and its facilities.

- To investigate and apply for external funding, including for continuation of the post.
- To maintain, in conjunction with the Finance Officer and RFO an overview of the financial position of the Hub, providing reports to the Council and funding bodies when required.
- To liaise with Fletton House staff and users to ensure the smooth running of the Hub and its activities.
- To ensure, in conjunction with, Estates Officer that the Hub is suitably maintained through the day-to-day repairs, maintenance programmes and external service contracts.
- To ensure that all health and safety procedures for the building are adhered to
- To develop and implement constructive working relationships with user groups and volunteers so as to enhance the services provided and to deliver improvements to the Hub.
- To prepare reports for the Clerk to present to the Council

#### Other related duties:

- The post holder will also undertake such additional duties as are necessary in relation to the work of the Hub.

#### Personal Qualities:

The Manager will have a strong commitment to community groups and will need to be self-reliant, energetic, and able to work on their own initiative and to prioritise their activities.

The success of the Hub will depend heavily on the organisational skills of the Manager and their ability to communicate effectively with all members of the community and work alongside colleagues and partners

#### Person Specification

##### Skills and abilities:

- A professional attitude
- Excellent communication skills- both written and verbal.
- Customer service skills.
- Confident, self-motivated, innovative and able to work under pressure.
- Able to prioritise work and demands.
- Able to work collaboratively.
- Understanding of financial budgets.
- Able to work flexible hours when required.
- Able to demonstrate sound knowledge of marketing

##### Education and training:

- A high standard of numeracy and literacy. GCSE grade A – C in English and Maths.
- Ability to demonstrate good IT skills and be proficient in the use of Microsoft Office applications
- Proven experience in either the statutory/voluntary/community sector, business, project management or marketing.
- good knowledge of safeguarding

##### Other:

- A strong commitment to community-based services.
- Able to work occasional evenings and weekends and attend the Hub at short notice.
- Consent to an appropriate DBS if required (OTC will cover any costs involved).

Additional Information:

- Holiday entitlement is 22 days plus Bank Holidays.
- Oundle Town Council is a member of a Pension Scheme which you are entitled to join. Details of the scheme are available from the Town Clerk or Finance Officer
- There will be a three-month probationary period, extendable at the Council's discretion.
- Relevant training will be provided and the Manager will be expected to attend both internal and external training as required.

To apply for this position please Email [Emma@oundle.gov.uk](mailto:Emma@oundle.gov.uk) or visit our website [www.oundle.gov.uk](http://www.oundle.gov.uk) for an application form.

Closing date for applications is Friday 8<sup>th</sup> April 2022