

Ocean Road Centre

Temporary Centre Manager – Person Specification

Contract: 3-month fixed-term appointment

Location: Ocean Road Centre, South Shields

Experience – Essential

The successful candidate will have:

- Significant experience of operational management within a busy organisation, service or community setting.
- Experience of managing and supporting staff, including dealing with day-to-day staffing and performance matters.
- Experience of managing competing priorities and responding effectively to operational problems.
- Experience of financial administration, budget monitoring and financial reporting.
- Experience of working with a range of internal and external stakeholders.
- Experience of implementing organisational policies, procedures and systems.
- Experience of providing reports and management information to a Board, senior management team or equivalent.

Experience – Desirable

It would be advantageous to have:

- Previous management experience within a charity, voluntary organisation, community centre or social enterprise.
- Experience of managing a community building, venue or multi-use facility.
- Experience of premises, facilities, maintenance or contractor management.
- Experience of room hire, lettings or venue income generation.
- Experience of managing volunteers.
- Experience of working with a Board of Trustees.
- Experience of supporting an organisation through a period of transition or change.
- Experience of fundraising, grant applications or developing new income opportunities.

- Experience of QuickBooks Online or similar accounting software.

Knowledge – Essential

The successful candidate will demonstrate:

- A good understanding of effective staff management.
- An understanding of financial controls and budget management.
- An understanding of health and safety responsibilities within a workplace or community building.
- An understanding of safeguarding responsibilities.
- An understanding of the importance of clear accountability, record keeping and organisational procedures.
- An understanding of the distinction between operational management and governance.

Knowledge – Desirable

It would be useful to have:

- Knowledge of charity governance.
- Knowledge of community development.
- Knowledge of South Tyneside and its communities.
- Knowledge of managing community buildings and facilities.
- Understanding of volunteer management and good practice.
- Understanding of income generation within community organisations.

Skills and Abilities – Essential

The successful candidate must be able to:

- Provide confident and effective day-to-day leadership.
- Manage, motivate and support staff.
- Prioritise a demanding and varied workload.
- Make sound operational decisions.
- Identify problems and develop practical solutions.

- Manage budgets and understand financial information.
- Communicate clearly with staff, Trustees, service users and external organisations.
- Develop and maintain positive working relationships.
- Manage sensitive or difficult situations appropriately.
- Work independently while remaining accountable to the Board of Trustees.
- Produce clear written reports and management information.
- Use IT confidently, including email, Microsoft Office and administrative systems.
- Quickly understand existing systems, identify priorities and determine what requires immediate action.

Personal Qualities

The successful candidate will be:

- Calm and confident.
- Approachable and supportive.
- Highly organised.
- Practical and solutions-focused.
- Decisive when required.
- Able to remain calm under pressure.
- Flexible and adaptable.
- A strong communicator.
- Community-focused.
- Professional and accountable.
- Comfortable establishing effective working relationships quickly.
- Able to provide leadership while encouraging appropriate delegation.
- Able to recognise when an issue requires Trustee involvement and when it is appropriately an operational management decision.

Additional Requirements

The successful candidate must:

- Be able to work primarily from Ocean Road Centre.
- Be willing and able to undertake some evening and weekend work, currently approximately one evening per week and one Saturday per month.
- Be available to undertake the role for the three-month fixed-term period.
- Be able to commence employment within the required timeframe.
- Be willing to undertake any appropriate DBS/safeguarding or pre-employment checks required for the role.

Temporary Appointment

Given the short-term nature of this appointment, particular importance will be placed on the successful candidate's ability to:

- Hit the ground running.
- Quickly establish effective relationships with staff and Trustees.
- Identify immediate operational priorities.
- Maintain stability during a period of transition.
- Improve systems and delegation where practical.
- Distinguish between immediate operational issues and longer-term strategic matters.
- Leave clear records, recommendations and handover arrangements for the next stage of the Centre's development.