



Job Description

Headingley Enterprise and Arts Centre (HEART): **Deputy Manager**

Responsible to: **Centre Manager**

Responsible for: **Paid staff and volunteers. (Line-management of three staff)**

Salary: **£21,000pa (FTE)**

Hours: **To be discussed – evening and weekend work will be necessary with full responsibility for Sunday opening. Permanent role with an initial four month probation period.**

Purpose of job: **To take responsibility for the day to day management of HEART in accordance with the Vision statement; to ensure all procedures and policies around Health & Safety, facilities and HR are met whilst ensuring high levels of customer satisfaction.**

Main duties:

- Being the go-to person when Centre Manager is absent
- Having responsibility for Sunday opening and being accountable for the success of this
- Effective management and safe use of the building, (including Assembly Bar + Kitchen);
- Assisting with delivery of the HEART Business Plan
- Development and implementation of appropriate policies and procedures in consultation with the Centre Manager and Board;
- Responsibility for implementing the policies, financial security, development and general management of HEART,
- Management and supervision of the team, including employees and volunteers, ensuring the safe and effective operation of the centre's facilities within the approved budgets and according to the Vision statement;
- Assisting with continuing development of an inclusive and welcoming culture at HEART;
- Any other duties as may be reasonably required.

Operations

- Manage the Facilities Supervisor, Evening Supervisors and volunteers to ensure the safe and effective running of a clean, pleasant and high standard centre;
- Work with staff and volunteers to retain the quality of facilities over time, liaising where necessary with the Centre Manager where major expenditure on fixtures and fittings is required;

- Work with the Café Manager/Head Chef to ensure the smooth and safe operation of all catering on site;
- In collaboration with the Centre Manager and Customer Administration Manager, ensure effective management of office systems (including booking and invoicing systems, HR documentation and building-related records);
- Ensure that the Centre complies with relevant and up to date Health and Safety legislation.
- Overseeing Risk Assessments and Health & Safety procedures and ensuring records are kept including, but not limited to, COSHH, Legionella checks, evacuations procedures

Personnel

- Develop and maintain good working relations with the Board, staff and volunteers at HEART;
- Conduct all HR Administration to ensure all personnel details are kept up to date whilst in accordance with GDPR principles
- Provide supervision and appraisal of facilities staff at HEART.
- Provide input at regular meetings with core staff at team and individual level as appropriate.

Relationships

- Support the Centre Manager by providing, where necessary, accurate and timely information to inform decision-making
- Ensure staff performance matches against the business plan objectives
- Build constructive and open working relationships with all regular users of HEART to ensure a high quality experience
- Lead the staff team (including volunteers) at all times, but particularly in the Centre Manager's absence in ensuring that the centre's users receive a high standard of customer care and any problems that arise are dealt with promptly and appropriately.

Finance

- Working with the Centre Manager and Accountant, ensure good financial controls are in place
- Review use of contractors and suppliers to ensure best value for money whilst ensuring quality provision for HEART.

Person Specification

Detailed below are the skills, experience and knowledge required for the post. The “Essential Requirements” indicate the minimum requirements, and applicants lacking these attributes are less likely to be considered for the post. “Desirable Requirements” are additional attributes to enable the applicant to perform the position more effectively or with little or no training and may be used to distinguish between acceptable candidates.

In addition, success in this post will be determined by the vision, interest and determination candidates demonstrate in relation to the work of HEART.

Skills	Ess	Des	MOA
1. Excellent interpersonal skills	✓		I/R
2. Excellent written and oral skills	✓		A/I
3. Good negotiating Skills	✓		A/I
4. Good level of IT skills; including Word, Excel, Email, CMS and databases	✓		A
5. Ability to respond flexibly and calmly to new and unexpected situations	✓		A/I/R
6. Excellent decision making skills	✓		A/I
7. Forward planning and communication skills	✓		A/I
8. Good problem solving skills	✓		A/I
9. Good organising and administrative skills	✓		A/I
Experience/knowledge	✓		
1. Facilities management	✓		A/I
2. Human Resource Management/administration	✓		
3. Experience of Customer service and complaints	✓		A/I
4. Knowledge of catering business		✓	
5. Staff Management	✓		A/I/R
6. More advanced understanding of IT hardware/software		✓	A/I
7. Experience of working in the third sector		✓	A/I
8. Experience of managing volunteers		✓	A/I
9. Knowledge of current H&S legislation and compliance. IOSH qualification or experience of managing a similar building.		✓	A/I
10. Experience of cash handling and security measures		✓	A/I/R
Behavioural and related characteristics	✓		
1. An enthusiasm for community engagement	✓		A/I
2. Accountable for own actions and ability to work on own initiative, justifying decisions made	✓		A/I/R
3. Ability to inspire loyalty and good teamwork	✓		A/I
4. Flexible approach to working times	✓		A
5. Willingness to adopt a hands-on approach	✓		A/I
6. Ability to plan work and delegate as necessary prioritising competing demands	✓		A/I
7. Honesty and integrity	✓		A/R

Key

(MOA = Method of Assessment)

A – Application

I – Interview

R – References (specifically – though referees are invited to comment on all or any of the items in this person specification)