

**Job Description and Person Specification**

**Job Title :**  **Hub Manager**

**Reports to :**  **Head of Enterprise**

**Responsible for :**  **Cynon Linc Support Team Members**

**Hours:**  **37hpw**

**Salary:**  **£24,000 per annum**

Job Purpose

An exciting new role that will ensure Cynon Linc is established as a thriving Community Hub. Under the direction of the Head of Enterprise and leading a team of support staff, this role will ensure the Hub operates effectively, efficiently and safely. Primarily, the role will ensure that Cynon Linc provides the highest level of service to its tenants and creates vibrant and dynamic spaces for the community, partner organisations and citizens.

The post will comprise four components:

Management of the Hub

Work closely with the Hub Support Team and Catering Team to ensure all areas of Cynon Linc are maintained to the highest possible standards of safety, cleanliness, security and operational effectiveness and efficiency.

Ensure all meeting spaces are prepared in accordance with customer preference and presented to a high standard.

Ensure Cynon Linc complies with specified safety, quality and performance standards, having regard to organisational policies and procedures.

Ensure all organisations and visitors who use Cynon Linc have a positive experience by maintaining the highest standards of customer care.

Management of Partnerships

Identify and develop partnerships with individuals and organisations wishing to contribute to the success of Cynon Linc.

Promote and nurture positive relationships with Hub tenants, suppliers and contractors.

Support the Hub Communication and Marketing Plan through active promotion of new opportunities, planned activities and events at the Hub

Manage and nurture day to day relationships with key stakeholders and beneficiaries of the Hub. Negotiating with external stakeholders and preparing MOU’s for long terms room bookings.

Management of Staff and Volunteers

Be responsible for a high performing team of paid staff and volunteers through effective management, support and personal development.

Be responsible for ensuring adequate staffing levels that meet business needs and have regard to the operational budget of the Hub.

Work positively to enhance engagement/rapport with employees to develop their potential and build team spirit within a newly formed team.

Business Development and Finance

Work with the charity’s Senior Leadership Team, anchor tenants and Hub Support Team to identify new opportunities for business

Work with the Head of Enterprise to ensure Hub budgets are allocated appropriately and that effective budgetary control is maintained.

Work with the Catering and Fundraising team to identify opportunities and areas of financial and organisational growth in line with the Strategic Plan.

Work with Head of Communications and Marketing to ensure Cynon Linc achieves maximum capacity and achieves its income generation targets.

**All staff/volunteers working for Age Connects Morgannwg are expected to respond appropriately to any concerns that they may have regarding the abuse/inappropriate treatment of vulnerable adults.**

**This will usually mean alerting their line manager.  The protection of vulnerable adults is a core responsibility at all times.**

***The above is a broad definition of the job responsibilities.  It does not take into account every aspect of the job which the jobholder may be required to perform.  Flexibility is essential since the jobholder’s working hours will be determined by the requirements of the business***

PERSON SPECIFICATION

JOB TITLE: Hub Manager

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| ATTRIBUTES | ESSENTIAL | DESIRABLE |
| Knowledge/  Education | NVQ level 3 (or equivalent) in project management | First Aid qualification |
| Skills/  Abilities | Proven written, numerical, communication and verbal skills.  Excellent organisational and planning skills.  Excellent interpersonal skills to form effective working relationships.  Competent using IT, computer literate and proficient in the use of Microsoft Office packages.  Confident managing and monitoring budgets.  Able to address customer’s complaints/ feedback and implement changes based on feedback to improve services.    Excellent numeracy and literacy skills and able to produce accurate well-presented information  Able to use initiative, work to deadlines and work unsupervised managing own time effectively  Understand and maintain confidentiality at all times. | A track record of developing services. |
| Experience | At least 12 months experience of managing buildings preferably a busy community Hub/space.  Experience in staff and volunteer management  Experience of using Health and Safety and other policies and procedures relevant to  community Hub management, including risk assessment and maintenance management.  Experience of working in partnership, ideally within a community buildings environment. | Experience of marketing, preferably marketing building facilities.  Experience of working with voluntary sector and statutory partners. |
| Personal Attributes | Integrity  Commitment to their own personal and professional development and of their direct reports  Confidential and discrete  Conscientious  Confident and assertive  Works at pace  Solution focused.  Innovative  Motivated  Proactive  Cares about people  Enthusiastic – wants to do a great job and always does their best.  Takes ownership.  Has initiative - doesn’t wait to be told.  Copes well with pressure  Not afraid to make mistakes and will learn from them. |  |