

JOB DESCRIPTION

Job Title:	Community Centre Supervisor
Grade:	Grade 2
Responsible to:	Facility Support Officer
Location:	Community Centres
Responsible for:	Community Centre/s
Hours of Duty:	As required according to the needs of the centre

- **Purpose and Objectives of Post:** To ensure the smooth, organised and effective day to day operation of the Community centre, by providing a well maintained, safe, welcome and clean environment to all users. Provide excellent customer service skills and drive to increase the centre's current programme.

Main Duties and Responsibilities:

1. The opening and locking of the centre including the security of the premises and its contents.
2. Liaise with partner agencies and colleagues within the maintenance team to arrange for any necessary repairs.
3. Lighting, heating and cleaning of the premises (no maintenance of plant involved).
4. Maintain adequate stock of cleaning materials, request supplies and accept deliveries.
5. Deal with all users and potential users of the Community Centre to accommodate their booking requirements, including arranging lettings, opening and closing premises, collecting monies, issuing receipts and banking, taking card payments, completing returns.
6. To develop and maintain skills in the use of basic IT and other IT related equipment as appropriate including programmes such as Microsoft Word, Excel and Outlook emails.
7. To liaise with staff from other agencies, divisions within the Salford Community Leisure (SCL), Statutory Agencies and the Community and Voluntary Sector, ensuring good practices are adhered to.
8. To develop and maintain a good knowledge of all SCL services.

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9. To ensure the health and safety of the community centre and all its users.
 10. To maintain a high level of customer service.
 11. To ensure centre information and timetables are up to date and relevant in order to promote the user groups and attract potential new bookings.

General

1. To undertake all duties in a courteous professional manner.
2. To be responsible for Healthy and Safety within the immediate working environment.
3. To undertake such other duties as directed and deemed appropriate by the Line Manager.
4. To be flexible and adaptable in assisting covering the ad-hoc shifts of colleagues due to annual leave and sickness.
5. The attendance of team meetings 2 – 3 times annually.
6. To undertake any other such duties that are reasonable commensurate with the level of this post.
7. To require and ensure all information received and disseminated, whether verbal or written concerning all employees, prospective employees or clients, is treated in the strictest confidence, and that all such information held is regulated and controlled in a similar manner.

Corporate Responsibilities

1. To ensure high levels of professional conduct at all times, with particular reference to punctuality, dress, presentation and administration.
2. To ensure that customer care is the major priority for service provision.
3. To ensure the service is promoted efficiently, effectively and in keeping with the corporate image of Salford Community Leisure.
4. Considerable importance is attached to the public relations aspect of all work undertaken by Salford Community Leisure staff. It is expected, therefore, that the post holder will at all times project to the public the image of Salford Community Leisure as being keen to assist wherever possible, and positively promote the work that SCL does across its various services
5. SCL expects all its employees to have a full commitment to the SCL's Equal Opportunities Policy and acceptance of a personal responsibility for its practical application. All employees are required to comply with and promote the policy and to ensure that discrimination is eliminated in the service of SCL.

6. To ensure all information received and disseminated, whether verbal or written, concerning all employees, prospective employees or clients, is treated in the strictest confidence, and that all such information held is regulated and controlled in a similar manner
7. To act at all times with due regard to Salford Community Leisure's Health and Safety Policies, Safeguarding Policies and related Codes of Practice

Our Behaviours: We want everybody to strive to be:

- Professional
- Respectful
- Knowledgeable
- Passionate
- Solutions Driven

Review Arrangements

The details contained in this Job Description reflect the content of the job at the date it was prepared. It should be remembered, however, that it is inevitable that over time, the nature of individual jobs will change, existing duties may no longer be required and other duties may be gained without changing the general nature of the duties or the level of responsibility entailed. Consequently, SCL will expect to revise this Job Description from time to time and will consult with the postholder at the appropriate time.

Date, Job, & Description Prepared/Revised: Community Centre Supervisor 8/2/23

Prepared by: Danielle Tudor

Agreed by Post holder: