

Person Specification - Resource Centre Manager

Fixed Term 2 Year Contract – 37.5 hours per week

Purpose of Job

The Resource Centre Manager will oversee the day to day operations of Westside Resource Centre, coordinate the safe and efficient running of the Centre as a social enterprise and support the company in providing a valuable resource to the local community.

Essential Criteria

- Relevant Managerial Experience

For example - practical 'hands on' experience of managing daily operations in a similar role and / or a similar environment, overseeing staff, working with the public, managing a busy workplace with competing demands. Managing and coordinating resources and schedules. Ability to work well under pressure whilst providing calm support and direction.

- Good Customer Service Aptitude

Experience and skill in dealing with customers / clients, greeting and welcoming clients and meeting their needs & expectations, dealing with requests and/or complaints, providing punctual and consistent service. Ability to maintain client base and demonstrate appreciation and customer service. Good knowledge of community groups, charities and voluntary sector. Friendly face-to-face interaction and manner.

- Strong Communications Skills

Proven skills in clear, precise and courteous communications at all levels – internal and external – written and verbal. Excellent ability to communicate with all stakeholders – staff, management, clients and funders. Knowledge and understanding of the 'community' ethos and context. Ability & empathy to work with clients in a vulnerable or distressed situation.

- Supervision & Maintenance of Premises

Track record in overseeing and maintaining a substantial premises, sound knowledge of health and safety, laws and regulations, buildings systems, alarms etc. Proven ability to identify technical and maintenance problems and provide a clean and safe environment.

Desirable Criteria

- Qualifications

Possess qualifications which demonstrate a reasonable level of educational achievement and ability & knowledge in relevant disciplines and fields. Demonstrate willingness to learn and develop skills and keep up to date with developments.

- General Suitability

Demonstrate a broad understanding of the role and the organisation. Have knowledge of social enterprise and understanding of community based organisations.