

Job Title: Resource Centre Manager (*Community Services Programme - CSP*)
Name of Employer: Westside Resource Centre CLG
Overall Purpose of Job: To oversee the day to day operations of the Westside Resource Centre. The manager will coordinate the safe and efficient operation of the centre as a social enterprise and support the company in providing a valuable resource to the local community. Salary €34,000 per annum.
Reports to: The Chief Executive Officer (CEO)

Management & Supervision

Supervision and support of staff – maintain staff files, time sheets and records
Assist the company in meeting its employment responsibilities in line with best practice
Organise staff meetings, provide communication and coordination of duties and rotas.
Measure staff performance – support and assist as necessary.
Implement company policy & procedures and assist in policy development
Ensure the Centre is adequately staffed – staff, placement workers and/or volunteers.
Ensure the Centre is open at all appointed times – including evenings and weekends.
Coordination of all room bookings, effective operation of centre towards its full potential

Customer Service

Provide a high level of customer service & liaise with all groups and individuals using the centre
Ensure clients are well catered for and that rooms, equipment, catering etc. are well presented
Deal with the public and any issues that arise including complaints
Maintain and enhance existing client base & develop new bookings
Social Enterprise - development of new services & ideas towards income generation
Support the CEO in promoting the service

Premises

Maintain the premises to a high standard and to all current regulations
Oversee all maintenance works, cleaning operations and buildings systems, alarms etc.
Deputise for other members of staff who are on leave, open & close building as required
Support the CEO in ensuring that the company meets its responsibilities to its office tenants
Implement Health & Safety Policy and complete routine financial records

Other

Provide reception services to members of the public
Support the CEO in hosting and managing community events
Any other duties deemed appropriate by the CEO or the Board of Directors.