

Position Description

Position Title	Centre Manager
Position Location	Victoria Park Community Centre
Position Reports To	Volunteer Board of Management
Positions supervised by this position	Accounts and Facilities Officer & Projects Officer

1. Purpose of Position

The Centre Manager will be the key representative of the Victoria Park Community Centre in the local community. They will provide leadership and vision for the operation of the organisation and stakeholder management.

A key responsibility will be to work in partnership with community groups in an asset-based community development model, to provide the community with the tools of empowerment. The Centre meets the community where they are and the manager is responsible for strategically engaging with community to address needs.

The manager will ensure the successful financial performance of the centre, balanced with a community development focus.

2. Duties & Responsibilities

Overall management responsibilities include: -

- Community Development
- Profile/Image Development
- Public Relations and Marketing
- Community Service
- Risk Management
- Performance Monitoring and Strategy Planning
- Reporting
- Review/Feedback and System Development
- Financial Management (budgeting, financial reporting and cash control)
- Asset Management

Community Development

- Engage in ongoing community development by adhering to the principles of asset-based community development.
- Connect and work with a variety of people from different backgrounds.
- Ongoing impact assessments against outcomes frameworks and funding bodies' requirements.

Profile/Image Development

- To raise public image of the centre in the local community and create a safe and friendly environment to access.
- To develop the Centre aims and objectives.

Public Relations & Marketing

- Promotion of facilities and services; utilising a diverse range of marketing strategies. (Facebook, Instagram and website)
- Provide regular newsletters to user groups.

Community Service

- Implement guaranteed high levels of service at all times within Centre operation.
- Oversee, and lead by example, effective and friendly community service.
- Ensure all systems developed are designed to enhance customer service.

Performance Monitoring & Strategy Planning

- Prepare and implement a business/management plan for the Centre, which identifies current and future resource needs.
- Develop and conduct programs in accordance with the Centre's management plan.
- Develop a database and related data collection instruments to facilitate program/activity monitoring and analysis.
- Monitor and/or revise programs and activities to ensure they meet the Centre's business plan, accreditation, contractual, industry and legislative requirements/standards.
- Develop new opportunities for the Centre including funding, services, consultancy, strategic alliances and partnerships.

Review/Feedback & System Development

- Establish review systems for programs and administration development with ongoing mechanism for internal and external feedback.
- Assist the smooth progression of system development and review.

Financial Management (Budgeting, Financial Reporting & Cash Control)

- To implement an annual budget in conjunction with the Treasurer for Centre operation with realistic projections for financial results.

- Budget monitoring, cash and accrued reporting to occur at regular intervals throughout the year.
- Monitoring of all results of income, expenditure, net results on a monthly and year to date basis. Comments on variance to budget.
- Supervise cash management.
- Supervise the preparation and processing of timesheets, purchase orders, invoices and financial reports

Risk Management

- Challenge systems and protocol established to minimise incident occurrence and allow strategies to be implemented to eliminate the risk of danger.
- Ensure that all staff members adhere to risk management best practice systems.
- Ensure all staff are trained and updated in relevant qualifications and emergency and evacuation procedures knowledge.
- To monitor Centre security measures as required.

Reporting

- Regular liaison with the Volunteer Board of Management on Centre performance and key issues.

Asset Management

- Maintain an up to date asset register database.
- Ensure that equipment on the asset register is well maintained and stored and used appropriately.

Staff Appointment, Supervision and Training

- Oversee advertisements, interviewing and appointment of any new staff as required in coordination with a representative from the board of management.
- Conduct periodical meetings to provide feedback for all staff.
- A commitment to assisting the development of staff, including personal/professional development.

Occupational Health and Safety

- Ensure compliance with all relevant OS&H practices
- Take reasonable care for your own health and safety and for the health and safety of others
- Cooperate with the board of management and respect legislative occupational health and safety requirements and relevant centre Policies

3. Selection Criteria

Essential:

- Local Connection to the Town of Victoria Park.
- Tertiary qualification or working towards one in a relevant field.
- Proven experience conducting or planning events.
- Community development experience, and knowledge of the asset-based community development principles and impact assessment and reporting.
- Excellent interpersonal, presentation and communication skills.
- Staff leadership and stakeholder management expertise.
- Ability to deliver concise and timely reporting against key result areas.
- Financial management, including budget preparation skills.
- Ability to contribute as a member of a senior management team.
- Ability to identify and form partnerships with key stakeholders.
- Understanding and commitment to Victoria Park Community Centre mission and values.
- Working with Children Clearance

Desirable

- Government relations experience
- Ability to use a variety of web-based productivity programs such as Microsoft teams, Canva, Trello, Culture counts, Stripe and Mailchimp and Xero
- Community service expertise.
- Senior First Aid Qualification.