



NCYC Operations Manager Role Information

Role Description

Hours 37.5hrs /week - worked flexibly including evenings and weekends

Salary £35,000pa (5 years, 5years + dependent on funding)

Location Neston Community Youth Centre and Neston Civic Hall. With travel across CH64 and surrounding areas.

Job offer and employment subject to satisfactory Right to Work checks and Enhanced Disclosure and Barring Service (DBS) check.

The Opportunity

We are seeking a professional, knowledgeable and enthusiastic person to join the NCYC team as an Operations Manager.

You will work alongside the Chief Executive overseeing the day to day running of the Charity and its 2 venues, Neston Community Youth Centre and Neston Civic Hall.

The Operations Manager will play a key role in the leadership and day to day management of both venues. Working closely with the Board of Trustees, staff team, volunteers, other local organisations and our community, the Manager will be responsible for the development and delivery of our services.

They will ensure building health and safety requirements are met, manage staff and volunteers, promote the Charity and its work and assist the CEO in regards to funding outcome reporting.

The manager will work to ensure the community centre and Civic Hall are vibrant, well managed facilities that operate within a sustainable framework for the benefit of local residents and organisations.

This position is a newly developed post, and our aim is for the successful candidate to work alongside the CEO to explore other income streams to ensure the continuation of this role.

About NCYC

NCYC is a community anchor organisation based in Neston and serving the communities of Neston, Little Neston, Ness, Burton, Willaston and Parkgate Through effective partnership working we provide a range of services and support that can improve people's lives. From Neston Community Youth Centre, we have developed effective partnerships to offer access to services such as Citizens Advice, Foodbank, Job Centre, Befriending Service, Carer Support, Employability Support, Community Cinema, Social Prescribing Service and more led by what our community tells us it needs.

Neston Community Youth Centre Ltd
Burton Road, Neston, CH64 9RE
Phone: 0151 336 7805 E-Mail: info@nestoncyc.org.uk Web: www.nestoncyc.org.uk

Charity Registered in England and Wales No: 1117890
Company Limited by Guarantee No, 06052346



We also manage a range of volunteer opportunities that support us to deliver Neston Angels, Neston Flicks, local Community Events (Neston Ladies Club Day, The Big Lunch, Christmas Lights Switch On). During the pandemic, more than 200 volunteers supported thousands of local people to access food, prescriptions and vaccines. Neston Community Youth Centre also hosts a range of leisure learning opportunities, health and wellbeing activities and more.

Role Description – Main Duties

Management of the Community Centre and Civic Hall

Management and Operations

- Keyholder Responsibility
- Overseeing development and delivery of activities and services in line with our strategic plan
- Oversee maintenance of the building including ensuring we meet with health and safety legislation
- Review and update policies and procedures and risk assessments and ensure that colleagues both understand and comply with them.
- Lead on GDPR and safeguarding, maintaining records to ensure the charity fulfils all its legal, statutory and regulatory responsibilities.
- Oversee and analyse the collection of outcome data and support the CEO with reporting requirements for specific funders.
- Support the CEO in accounting and budgetary control.

Management of staff and volunteers

- Overseeing the development of a comprehensive volunteer management database
- Effective management of HR, including recruitment, supervision and development of employees and volunteers, including conducting DBS checks, as necessary.
- Promoting a positive working environment
- Keeping up to date with relevant legislation and best working practices
- Manage rotas
- Oversee the Charity's complaints procedure, and the proper handling, investigation and resolution of any complaints against the Charity, its staff and volunteers

Working with Others

- Work alongside the CEO to explore additional income streams
- Positively represent the Charity and the community at external meetings and events to raise the profile of the Charity and to ensure the views and needs of the community are prioritised and included.

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- Ensure through listening to the community, monitoring and evaluating provision and adapting the service, the Charity meets the needs of the local community.

Marketing

- Work with the CEO to define, manage and deliver the Charity's marketing communications strategy to the Charity's benefit – through media, website, and social media channels
- Help to build brand reputation and awareness of the Charity
- Consult with all supporters, funding sources, the community, and contacts to ensure maximum promotional opportunities and positive exposure.
- Continual management and development of the Charity website and fundraising platform, including administering all existing content, together with adding updated content and developing new pages regularly.

Person Specification

Criteria	Essential	Desirable	Assessment A = Application I = Interview
Knowledge			
An understanding of Neston and surrounding areas	YES		I
Building management	YES		A / I
Health and safety qualification		YES	A
Coaching / Mentoring	YES		A / I
Volunteer management	YES		A / I
Event management		YES	A / I
Managing budgets		YES	A / I
Data regulations and GDPR		YES	A / I
Skills			
IT	YES		A / I
Marketing and promotion		YES	A / I
Exception verbal and written communication skills	YES		A / I
Able to use initiative to find solutions to challenges	YES		A / I
Experience			
Facilities/ building management	YES		A / I
Managing staff	YES		A / I
Managing volunteers	YES		
Fundraising		YES	A / I

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Attitudes / behaviours			
Enthusiastic	YES		
Creative thinking	YES		
Flexible	YES		
Belief in the power of community	YES		

About the interview

If you are shortlisted, you will be invited via email to attend a 2 stage interview.

The first stage will be a face-to-face interview with a panel consisting of the CEO, a member of staff and a community representative.

Following a successful first interview you will be invited to attend the second stage where you will be required to provide a 10 minute presentation to the Board of Trustees.

To apply

Please email Rachael@nestoncyc.org.uk with your CV and personal statement.

Closing date for applications is 12pm on **28.07.24**

Successful applicants will be invited to a first stage interview on Tuesday 13th August 2024

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