



Community Manager

JOB DESCRIPTION

RESPONSIBLE TO: The Member of the Senior Leadership Team responsible for Administration and Finance.

RESPONSIBLE FOR: Fitness Instructor

JOB PURPOSE: To be responsible for the delivery, co-ordination, and management of the Community provision, including the day-to-day operation of the community department and gym. To generate income from school lettings and develop opportunities and facilities which serve the wider community as well as the school community. To promote the delivery of efficient and effective administrative systems and procedures, providing and deploying team management and resources to meet requirements.

Principal Accountabilities:

Administration

- Provide an efficient and effective daily operation of the Community facilities
- Plan, co-ordinate and control the day to day running of the community operation to ensure that the service meets the needs of the school and customers
- Compliance – ensuring all hirers provide the required documentation and in turn receive the relevant school information including Health & Safety procedures.
- Report writing and evaluation of community performance
- Prioritise workloads and balance resources

Customers/Partners

- Communicate face to face and over the telephone with external and internal clients using customer care skills to relay information and assist with general enquiries and bookings to provide a complete service to ensure a valued and satisfied customer base
- Attend relevant networking or partnership meetings as required



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- Ensure customers adhere to Safeguarding procedures and that the appropriate documentation is verified
- Build, monitor and develop collaborative partnerships with the school, partnership organisations and new and existing customers to produce effective working relationships and satisfied customers who wish to return having had a positive experience
- Deal with customer complaints. Refer to Business Manager dependent on complaint

Finance

- Budget planning with Business Manager. Undertake monthly monitoring of budget, including analysis of income from lettings
- Raise and issue invoices and receipts and ensure that income and expenditure are accurately posted on SAP.
- Ensure VAT regulations are adhered to
- Collect, receipt, and record all monies received in order to ensure an effective financial service system.
- Debtors – chasing overdue payments; producing monthly debtors report
- Processing card payments for debtors' invoices & gym membership payments
- Raise internal trading documents, cheques and purchase orders and input journals
- Control and reconcile petty cash for the Community provision
- Produce bids for extra funding for the school and community provision

Team Working

- Liaise with school office staff, site staff, teachers and other relevant parties effectively and regularly to ensure appropriate equipment and resources are available to provide a smoothly organised service to the customer
- Inform the Business Manager of any issues arising from the community aspect of the school that may impact upon the running of the community facilities thereby ensuring that appropriate action is taken which provides an effective service to the customer
- Participate in meetings as required with/by the Business Manager and where appropriate key school staff
- Line manage a small team of Community Staff and lead in the recruitment of casual staff required for a community event or project.
- Work with Site Team to ensure facilities ready to accept hirers and any special requests are carried out



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Community Lettings & Events

- Promote the use of the community facilities by developing new projects and centre run activities which maximise the use of the facilities and resources for the local community and meet customer needs throughout the year
- Occasional cleaning rooms and set up and break down of rooms for events/community use if required
- Responsible managing the gym including memberships, monitoring usage, maintenance of equipment and promotion of the facility to the community.
- Update gym membership schedule whenever there is a change (new or retiring members)
- Co-ordinate and manage the Community's bookings system including any special function bookings, to ensure an effective service to users and customers. The role includes liaising with user groups and relevant parties where appropriate, maintaining an accurate booking diary system ensuring that it is kept up to date daily
- Establish good communication with Site Team and other relevant parties to ensure facilities are ready to accept hirers, special requests are carried out and to avoid double bookings

Adhoc duties

- Process and cancel gym memberships in a timely manner
- Ensure the security access personnel lists are accurate at all times (hence staff and gym leavers have their access deactivated once membership ceases)
- Driving the mini-bus as and when required (including filing with fuel and dropping off for regular inspections)
- Work closely with the IT/Marketing Officer to manage and maintain the school's website and social media content. Ensuring that all the Community related content reflects the values of the school and ensure that the Community provision is promoted
- Promote the community lettings programme through social media, internal and external publications
- Manage and maintain the branding of the school, and its community offer, across all platforms.
- To develop links and partnerships with business and community contacts.
- Complete inventory of equipment, ensuring it is maintained as required.
- Work flexibly, as required occasionally
- Operate in accordance with School's policies and procedures, ensuring compliance with Safeguarding and Health & Safety policies



Other Information

Equality of Opportunity

- To take individual and collective professional responsibility for reinforcing and promoting a working environment free from discrimination, victimisation, harassment and bullying.
- Ensure the development and progression of equality within the sphere of responsibility of this post and the fair and equal treatment of all colleagues, children, parents and visitors.

Confidentiality and Data Protection

- To treat all information acquired through employment, both formally and informally, in strict confidence.
- Be aware of the school's responsibilities under the Data Protection Act 2018 (GDPR) for the security, accuracy and relevance of personal data held on such systems and ensure that all processes comply with this.

To Contribute as an Effective and Collaborative Member of the School Team

- Any other duties as reasonably required by any manager of the school.
- Participating in the ongoing development, implementation, and monitoring of business plans.
- Attend meetings as required and make a positive contribution during meetings.

Safeguarding

- Being aware of and complying with policies and procedures relating to child protection reporting all concerns to an appropriate person.

General Policies & Procedures

- Being aware of and complying with policies and procedures and in particular health & safety reporting all concerns to an appropriate person.
- Awareness of responsibilities of the governing bodies.

Signature _____

Date _____