

Job title:	Sports & Community Centre Manager
Salary:	£36 - £42k per annum (depending on experience)
Hours:	35 hours per week (including some evenings / weekend cover on a rota basis; would consider reduced hours / days).
Pension:	GPP; employee's and employer's contribution matched up to 5% of salary.
Annual leave:	25 days per annum (up to 5 additional days relating to continuous service).
Tenure:	Permanent (would consider interim role for 12 months)
Based at:	Birmingham Settlement Sports & Community Centre, 610 Kingstanding Road, Birmingham B44 9SH
Responsible to:	Chief Executive
Responsible for:	Staff and resources within the Sports & Community Centre remit
Role Purpose:	To manage and lead the development of the Settlement's Sports & Community Centre as a safe community space for sports, health, learning, and leisure; including development of social enterprise and income generation to build long-term sustainability.
Allowances:	This post qualifies for casual car user allowance.
DBS:	This post requires enhanced DBS clearance.

Birmingham Settlement

Since 1899 Birmingham Settlement has been tackling social inequality and disadvantage; supporting people to live happier, more fulfilled lives. Our five organisational objectives are:

- 1) To improve financial resilience – people and communities
- 2) To build individual and community wellbeing
- 3) To develop people – skills, confidence, voice
- 4) To build environmental awareness and action
- 5) To build and maintain a sustainable organisation

We do this by maximising our assets to provide services and activities that support people to overcome the barriers they face and to take positive action on the issues that impact on their lives. Whether it be financial hardship, social isolation, unemployment, or other issues, we provide independent advice and support, wellbeing activities, and training and development opportunities that enable people to gain new skills, build confidence and establish social and community networks that create opportunity and improve lives.

The Settlement is at an important phase of growth and change, including ongoing improvements, development, and renewal of our Sports & Community Centre in Kingstanding that has returned to our care after 50 years of being leased to Birmingham City Council. To help us develop and deliver this exciting project, we are seeking an energetic and visionary leader to the role of Sports & Community Centre Manager; to lead the development of what is the largest community asset in the area. As part of the Settlement's Management Team, you will work closely with managers and service leads to deliver the Settlement's vision for our long-term future.

The requirements listed below are broad definitions of the role. Birmingham Settlement reserves the right to amend and/or change these as and when it sees fit in line with changing needs. The postholder is expected, and agrees, as part of their role to be flexible to this end.

Key accountabilities/job purpose:

1. Corporate Requirements:

- a) To positively represent and demonstrate a commitment to the aims, objectives, and values of the Settlement.
- b) To work cooperatively with colleagues offering support, advice, and contributing to the development, induction and training of staff and volunteers.
- c) To work in accordance with, and to assist the development and implementation of policies and procedures for service delivery and the Settlement as a whole including:
 - a. Equal Opportunities and Diversity
 - b. Safeguarding
 - c. Health and Safety
 - d. Confidentiality
 - e. Environment
- d) To be approachable and willing to go the extra mile to ensure the best possible outcome for service users; ensuring Birmingham Settlement is the provider of choice; recognising the value of and delivering excellent customer care.
- e) To ensure all service users have the opportunity to feedback, shape, and develop services; to identify their own aspirations and goals, and to direct their own outcomes.
- f) To develop and contribute to integrated working through communication and coordination of service delivery across the Settlement and its partners.
- g) To contribute to the sustainability of the Settlement via fundraising and income generation activities.
- h) To be self-administering, and to accurately record and work towards the achievement of agreed organisational, departmental, and individual KPIs and targets.
- i) To undertake training to meet new and developing needs.
- j) To carry out any other duties commensurate with the post as required by Birmingham Settlement.

2. Leadership, Relationships & People Development

- a) To be a role model; to lead, manage, motivate, and inspire staff, volunteers, and other stakeholders engaged with the Sports & Community Centre and across the Settlement.

- b) To embed, build, and ensure compliance with the Settlement's vision and values (culture) through staff teams, volunteers, and key stakeholders, challenging where necessary and reporting concerns / areas of risk.
- c) To line-manage staff within the Sports & Community Centre Team including resolution of performance / employment concerns and establishment of team and individual priorities.
- d) To manage and develop the skills and expertise of the Settlement's people including the recruitment, training, and development of staff and volunteers.
- e) To support the Settlement to be an employer of choice following best practice principles in management and governance, maintaining a learning environment that attracts, motivates, and retains staff.
- f) To develop and maintain positive relationships (new and existing) with partners, funders, commissioners, and other stakeholders.

3. Service Delivery

- a) To manage and develop the Sports & Community Centre as an 'active' space that is open 7-days a week; offering a user-friendly and diverse range of opportunities and learning activities from sports and active living, to arts, environment, and nature; retaining a sympathetic approach and support to the natural and developing needs of the Settlement site and wider area.
- b) To generate new income and opportunity through enterprise, partnerships, and funded programmes of activity in line with budgetary targets.
- c) To identify gaps and opportunities for new services and partnerships that build on existing work in line with identified and emerging need.
- d) To initiate, innovate, influence, and support the integration and improvement of existing and new activities; achieving best possible outcomes evidenced through client voice.
- e) To manage the day-to-day development and operational workings of the Sports & Community Centre: cleaning, maintenance, equipment and similar.
- f) To be available for work some evenings and weekends on an agreed rota basis shared with other staff and managers and for which flexitime / TOIL will apply.

4. Strategy & Service Development

- a) As a member of the Settlement's Management Team, jointly responsible for the development of organisational strategy and growth; specifically, to lead the effective and ongoing development and implementation of the Sports & Community Centre Strategies and Delivery Plans.
- b) To build and engage with new and existing partnerships, including the development and creation of new services and opportunities to further the work and sustainability of the Settlement as a whole.
- c) Responsible for developing management information systems; including KPIs to ensure service delivery aligns with strategic objectives.
- d) To monitor and respond to analysis of delivery including contract compliance.
- e) To maintain compliance with quality, legislative, statutory, and regulatory standards as required while ensuring best practice principles.

5. Income & Financial Management

- a) As a member of the Settlement's Management Team, responsible for setting and meeting organisational budgets and income targets and to lead in the development, monitoring, and maintenance of the Sports & Community Centre service budgets.
- b) To engage with current and potential funders; to build strong relationships and to fully understand compatibility, timing, reporting, and application processes.
- c) To develop strong cases for support of the Settlement's work, working with stakeholders to determine funding priorities and to gather information.
- d) As a member of the Settlement's Management Team, responsible for developing social enterprise including the use of Settlement assets, in particular the Sports & Community Centre, to build secure income streams in line with targets – community café, pop-up shops, room/sports hire, gym, fruit/veg/plant sales and similar.

6. Value for Money:

A key driver for Birmingham Settlement's sustainability must be the consideration of all aspects of value for money. All employees must contribute to this concept through:

- Effective role fulfilment.
- Effective joint working and integration.
- Continual evaluation of personal performance, service user feedback, benchmarking, KPIs.
- Promotion of energy saving and cost reduction e.g., recycling, reusing, reducing; responsibility and commitment to energy saving utilities e.g., lighting, PCs, reduced printing.
- Promoting, encouraging, and supporting volunteers.
- Maximising accessibility for volunteers across all service areas.

I understand and agree to the above terms and conditions of my role/job description

Signed **Date**

Person specification

ESSENTIAL

Criteria	Essential	Desirable
Experience		
Management experience in a comparable organisation	X	
Experience, knowledge, and demonstrable interest in community asset development and management	X	
Experience of developing social enterprise including consistent and sustainable income generating activities	X	

Experience of developing organisational strategies and priorities, managing, and driving change and implementing targeted work plans	X	
Experience of successfully researching service development and funding options including applications and reports to a range of grant making bodies	X	
Experience of managing large (and small) complex budgets e.g., multiple funding streams within single and multiple programmes of activity	X	
Proven track record of successful contract delivery to a mixed support base; developing clear KPIs to track and monitor outputs v targets	X	
Proven experience in relationship management including new partnerships with external supporters, funders, and wider stakeholders	X	
Experience of linking and integration of services in a multi-disciplinary and multi-agency environment	X	
Experience of facilities / building management		X
Experience of supporting communication functions (e.g. newsletters, websites, social media)		X
Experience of wider media / promotional / PR work (e.g. radio, press)		X
Skills and specialist knowledge		
Excellent communication skills both spoken and written, with an eye for detail and the ability to communicate confidently with a range of audiences	X	
Excellent research skills	X	
Excellent time management, administrative and organisational skills	X	
High level of numeracy	X	
Good working knowledge of Office and IT / database systems in general	X	
Knowledge of legislation and/or best practice affecting the Third Sector including risk management	X	
Good working knowledge of social media platforms / electronic communications	X	

People Management / Relationships		
Ability to manage, develop, motivate and inspire people with sensitivity to the needs of the charity and the individual	X	
Ability to lead and engage with staff and volunteers to support the implementation of organisational vision and mission	X	
Experience of team leadership and staff management including performance management to resolve weak or poor performance	X	
Excellent presentation and communication skills including motivation, facilitation, persuasion and influence	X	
Excellent understanding of customer care including attitude and skills towards funders, supporters, service users and wider stakeholders	X	
Education/Training and Qualifications		
Relevant professional qualification / training e.g. facilities management, business/ enterprise management, community, or care services	X	
Willingness to learn, develop and undertake further training to meet the requirements of a changing role	X	
Member/Involvement with relevant professional body		X

Personal Qualities		
Quick learner with an outgoing personality and a willingness to push personal boundaries	X	
Resilient with ability to stay calm in an often pressured environment; a reflective and pragmatic approach to work	X	
Demonstrable experience of initiative and innovation including presentation with the ability to take people with you – charisma and humour	X	
Determination and creativity with ability to work alone and be part of a team	X	
Flexible attitude towards duties and working patterns in order to fulfil the requirements of the role, including some evening and weekend work	X	
Willing to work collaboratively and take an interest in the wider work of Birmingham Settlement	X	
Strong awareness, understanding and commitment to good practice in equality and diversity.	X	
A full clean driving licence and access to a car		X

I understand and agree to the above terms and conditions of my role/person specification

Signed **Date**