
Unlocking potential in Charities, People and Places

There has never been a more exciting time to join the HEY Smile Foundation team. Our work spans the Voluntary, Community and Social Enterprise Sector (VCSE), as well as connecting opportunities with the private and public sector.

We are connected, joining assets to community knowledge, creativity and inspiration. We help VCSE organisations of all shapes and sizes be heard and to play a part in solutions, rather than just highlighting problems.

We have grown significantly in the last 14 years yet remain agile enough to respond to the community's need, and not prescribe the same methodology *'because that's what has always been done'*.

We are sustainable in our own right. Whilst developing others, we have ensured we kept one eye on our own platform, securing £3m in assets and generating an average of £800k per year in earned income. Ensuring we can be masters of our own destiny enables us to focus on the Wow not Woe in our communities across Hull and the East Riding.

Covid 19 provided us with an opportunity to share our way of working further, and in the East Riding we are seen as a community lead and the 'go to charity'. We are proud to say we have the strongest charitable board in the region, and likewise we have a team of highly skilled and proactive charity leaders.

In March 2022 we will take on the Crown Building, previously home to Bridlington's Job Centre

The lease of this building is on a test and learn basis and will see us bring together a host of voluntary and community organisations, alongside some statutory partners and corporate volunteers to support the pandemic recovery of this proud and resourceful East Yorkshire Coastal Town.

The successful candidate for this role will be working closely with our Community Development team, be at the forefront of making the building's doors open for all, connecting services, enhancing health and well-being of residents.

If you love a job where no two days are the same and love to see the positive impact of your day on local people then this might just be the next role for you.

Role Profile

1. **Job title:** Centre and Community Development Manager
- Location:** The Crown Building, Bridlington
- Reports to (Job Title):** Head of Business & Communications
- Salary scale:** £25,350 to £30,000 depending on experience
- Working Hours:** 37.5 hours per week
- Contract Duration:** Minimum fixed term to 30th June 2023 with potential for extension subject to funding
- Closing date:** Midnight on Sunday 3rd April

2. Purpose:

The Centre and Community Development Manager will play a lead role in ensuring the management and smooth running of the facility. Connecting communities to a shared resource to improve health and well-being in Bridlington.

Working closely with the Smile Community Development Team and community tenants including The Hinge and Carers Plus, the post holder will work to ensure the centre is a vibrant, well-managed facility that operates within a sustainable framework for the benefit of the local community. The post holder will play a leading role in ensuring voluntary and community organisations are well positioned to support the community beyond the test and learn project.

3. Joint responsibilities:

- Uphold and invest in HEY Smile Foundation and its Vision, Mission, and Values.
- Promote equal opportunities (in terms of race, gender, religion, sexual orientation, and other forms of discrimination) through the HEY Smile Foundations work.
- Listen to community needs, and work within a team to create co-developed solutions, ensuring education, development and investment is carried out in partnership with communities.
- Be responsive and adaptable in your working, continually developing your skills to meet the needs of our evolving communities.
- Continue to help position Smile as the 'go to' charity in Hull and East Yorkshire.
- Support the continued development of our online platform Beecan as a shining light for trusted information, and access to resources.
- Develop case studies and impact reports, to ensure we are communicating our value to the VCSE groups across the East Riding.
- Ensure all policies and procedures are understood and adhered to.

- Support a positive working environment, be visible, energetic and participative, encouraging cross team working and initiatives
- Maintain an up to date knowledge of national best practice, policy and guidance for the VCSE.
- Represent HEY Smile at strategic meetings across the region and, at times, nationally.
- Undertake all other reasonable requests made via the CEO and Heads of Department.

4. Key role responsibilities

Managing the Centre and its facilities

- Manage the operations of the Centre in accordance with the parameters of and under the direction set by the Head of Business and Communications.
- Develop and implement procedures for the effective management of the Centre and those sharing it.
- Develop services and facilities in accordance with the aims of HEY Smile Foundation
- Build and maintain close working relationships with local partners, particularly The Hinge and Carers Plus as anchor tenants, and other voluntary and community sector organisations locally to seek compatibility of activities and delivery of innovative joint ventures.
- To ensure the Centre has an up to date User Induction Pack and procedures for using the Centre.
- To oversee and take a key role in external funding opportunities with the support of the Head of Business and Communications.
- To support the finance team to maintain an open book approach to the financial position of the Centre.
- To liaise with all staff and users to ensure the smooth running of the Centre and its activities.
- To ensure that the building is suitably maintained through cleaning and maintenance programmes and external service contracts.
- To be responsible for the day-to-day health and safety within the building supported by the Head of Business and Communications.
- To ensure our community users, work within the terms of the maintenance agreements, keeping all safe and ensuring the doors remain open.

Promoting the Centre and its work

- Work with the community to maximise all the Crown Building has to offer; community activity and shared office space.
- Support Smile's communications lead to promote the use of the Centre by, among other things, maximising publicity opportunities
- Source and develop opportunities to further community engagement.
- Actively encourage local voluntary and community organisations to run activities from the Centre, for example open days, social events, public meetings, advice services and training/classes.
- To prepare case studies and reports to celebrate the impact of the building usage.
- Work with Smile colleagues to analyse the project's social impact value.
- To undertake such additional duties as necessary in relation to the work of the Centre.

5. Decisions that the job holder typically makes may cover the following areas:

- (Resource management) How to maximise resources efficiently
- (Development of skills) Training requirements for communities to which you are engaged
- (Finance) Development of budget requests to Head of Department to fulfil desired outcomes
- (Time management) Prioritisation of your own time to meet outcomes
- Escalation of work to Heads of Department

6. Outcomes based

Smile are working towards being outcomes focused. There is a lot of learning and development still to be concluded, but with this in mind your contracted hours are 37.5 per week. You will be asked to attend on and offline meetings weekly with your line manager and colleagues, setting agreed outcomes for the period. This role is largely based on site in Bridlington due to its nature.

7. Knowledge, skills and experience required by the job holder:

Taking on a role with Smile you will be seen as a leader in the East Riding voluntary, community and social enterprise sector, delivering capacity and capability support. You will form part of a team of experts, who share their skills and expertise alongside our partners across the private, public and voluntary sector, maximising resources for our inspiring communities.

Essential	Assessment
Excellent communication skills in particular verbal communication and good written communication to a variety of people (volunteers, service users, council leaders, NHS teams etc.)	Cover letter/CV and interview
Self-motivated and able to work under own initiative.	Cover letter/CV and interview
Ability to write concise reports, case studies, blogs	Cover letter/CV and interview
Experience of developing, delivering and evaluating business and financial plans	Cover letter/CV and interview
Experience of managing shared buildings and/or community spaces	Cover letter/CV and interview
Ability to form and maintain appropriate relationships with cross sector organisations	Cover letter/CV and interview
Ability to manage own priorities and workload to agreed deadlines, budget and quality standards.	Cover letter/CV and interview
Good general IT skills, in addition be able to professionally operate meetings via, Zoom, Microsoft Teams and Skype.	Cover letter/CV and interview
Be confident in dealing with difficult situations	Cover letter/CV and interview
Ability to work occasional evenings and weekends to attend the centre at short notice	Cover letter/CV and interview
Desirable	Assessment
Have previously working for charities/ non for profit organisations	Cover letter/CV and interview
Have an understanding of fundraising through trusts and foundations.	Cover letter/CV and interview
Good local knowledge of the Bridlington area and it's voluntary, community and social enterprise sector	Cover letter/CV and interview

You must have a full driving license and access to a car. Although the HEY Smile offer flexible working for most roles, the place of work for this role will remain Crown Buildings, Quarry Road, Bridlington, YO16 4LY *Parking* is available on site.

Should you require reasonable adjustments through the recruitment process or to undertake this role, please do not hesitate to raise them via the most appropriate route. Please note however that due to the physical constraints of the centre being a two storey building with no lift, this role is only suitable for those with full mobility.

Please get in touch if you would like to have an informal conversation to find out more. We'd love to hear from you. Please contact:

Ann Newlove
Head of Business and Communications
an@heysmilefoundation.org
07814486357

To apply for this role, please e-mail your CV with a covering letter/e-mail to
recruitment@heysmilefoundation.org

This document is written to summarise the key responsibilities of the job holder. It is not intended to be exhaustive and the job holder may be required to do more than is listed here within reasonable parameters. Document date: March 2022