**The Role**

As a trusted partner HEY Smile Foundation works in collaboration with a range of stakeholders to create a positive and sustainable change within communities. This exciting new role will play a pivotal role in the planning and co-ordination of the services offered at the Crown Community Centre. You will be responsible for fostering a welcoming and inclusive environment, coordinating events, activities and facilitating the management of the Centre. This role will be the point of contact for the tenants, the community users, and volunteers at the Centre. You will work alongside the existing tenants at the Head of Department at HEY Smile Foundation.

**Our Values and Behaviours:**

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| ***Impact-driven*** | We focus on achieving meaningful and sustainable outcomes, prioritising our work to ensure tangible and positive impact on the communities we support. |
| ***Collaborative*** | We promote diverse partnerships with organisations, stakeholders, and community groups, using innovative and generous means to share and maximise resources, knowledge, and expertise for a wide-reaching impact. |
| ***Generous*** | We support colleagues, partners, and communities to become confident, professional, and self-sufficient.  Providing them with the time, care, education, and opportunities they need to thrive. |
| ***Integrity*** | Honesty, transparency, accountability, and kindness.  Integrity is the golden thread that runs through everything Smile does every day. |

Our values are particularly important to us. They form a fundamental part of monitoring, assessing, and appraising what we do as staff individuals and as a charity.

Role Profile

**Job title:** Crown Community Centre Coordinator

**Base/Location:** The Crown Building, Bridlington

**Reports to (Job Title): Head of Operations**

**Salary:** £25,000 (pro rata)

**Working Hours:** 25 hours per week worked over 5 days

**Contract Duration:** Fixed term to December 31st 2025 with potential for extension subject to funding

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**Purpose:**

The Crown Community Centre Coordinator takes the lead role, ensuring the management and smooth running of the Crown Community Centre in Bridlington, as well as being the main point of contact for tenants, volunteers, visitors and Centre users. The Centre is fortunate to have volunteers who give up their time to support the community. They regularly work on reception, throughout the Centre, support us at our events and are a great shared resource. Your role will be key to supporting and managing volunteers.

Working closely with the HEY Smile Foundation Community Development Team and community tenants, your role is to ensure the Centre is a vibrant, well-managed facility which operates within a sustainable framework for the benefit of the local community. You will lead in ensuring that voluntary and community organisations are well positioned to support the town and react to the community’s needs at pace, and that Crown Community Centre develops into a hive of Community support.

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**Joint responsibilities:**

* Uphold and invest in HEY Smile Foundation and it’s 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, develCrownopment 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 Foundation at strategic meetings across the region and, at times, nationally.
* Undertake all other reasonable requests made via the CEO and Heads of Department.

**Key role responsibilities**

**Managing the Centre and its facilities**

* Manage the day-to-day operations of the Centre and ensure that any KPI’s and targets are met.
* Develop and implement procedures for the effective management of the Centre and those sharing it.
* Build and maintain close working relationships with local health partners, voluntary and community sector organisations and actively seek compatibility of activities and delivery of innovative joint ventures.
* Ensure best value for money and cost savings are achieved by assessing and reviewing current maintenance, facilities management, security, fire and other external contracts and negotiate costs and contracts when necessary.
* Be responsible for requesting quotes for jobs and or services not covered by current maintenance plans.
* Conduct and record regular routine Health and Safety checks including fire alarms, water testing, fire drills, intruder alarm checks and lock up procedures.
* Manage the Centre-user induction pack, ensuring all key elements are kept up to date and any amendments are effectively communicated.
* Manage budgets, to ensure tenants are paying the correct fees for the facilities they use.
* Coordinate and support the Centre volunteers and manage the volunteer rotas.
* Liaise with Centre staff and users to ensure great customer service is offered.
* Manage day-to-day health and safety issues within the building supported by your Head of Department.
* Undertake additional duties as necessary in relation to the work of the Centre.

**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

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**Outcomes based**

HEY Smile Foundation is outcomes focused. There is a lot of learning and development still to be concluded, but with this in mind your contracted hours are 25 per week. You will be asked to attend online and in person meetings weekly with your line manager and colleagues, setting agreed outcomes for the period.

This role is based on site in Bridlington due to its nature.

Your place of work for is the Crown Community Centre Building, Quay Road, Bridlington, YO16 4LY. Parking is available on site.

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| **Essential** | **Assessment** |
| A strong communicator with ability to present information in person and online to a variety of stakeholders | Cover letter/CV and interview |
| Experience of facility management | Cover letter/CV and interview |
| Experience of working effectively within a team | Cover letter/CV and interview |
| A good awareness of Health and Safety management | Cover letter/CV and interview |
| A good knowledge and understanding of finance procedures | Cover letter/CV and interview |
| Ability to write concise reports, case studies and blogs that can be shared across social media channels and news platforms | Cover letter/CV and interview |
| Able to prioritise work, schedule and organise own work | Cover letter/CV and interview |
| Hold a valid and clean UK driving license and have access to a vehicle | Pre employment check |
| Proficient in the use of Microsoft Office products including Excel and PowerPoint. | Cover letter/CV and interview |
| **Desirable** | **Assessment** |
| Experience of managing people and teams of people | Cover letter/CV and interview |
| A good understanding of the VCSE sector | Cover letter/CV and interview |
| A good understanding of data security and confidentiality issues | Cover letter/CV and interview |

You must have a full driving license and access to a car. Although HEY Smile Foundation offers flexible working, the place of work will remain HEY Smile Foundation, Crown Community Centre Building, Quay Road, Bridlington, YO16 4LY.