

A photograph of a smiling Black man with a grey beard, wearing a dark blue quilted jacket over a white shirt with a maroon collar. He is pointing his right arm towards the left. The background is a blurred outdoor setting with trees and other people. A large, semi-transparent white smiley face graphic is overlaid on the image.

Crown Community

Centre Coordinator

Job Description

Note from our CEO



Thank you for your interest in joining the HEY Smile Foundation. We're delighted that you're considering becoming part of a team that's passionate about making a real and lasting difference in communities across the region.

At Smile, we exist to support and strengthen the incredible voluntary, community, and social enterprise (VCSE) sector that forms the backbone of local life. Our role is to work alongside community leaders, volunteers, and organisations of all sizes—helping them to thrive, grow, and deliver lasting impact. Whether it's through capacity-building, governance support, strategic partnerships, or investment in grassroots ideas, we're here to amplify the work of those already doing brilliant things.

We don't deliver services for communities, we work with them. Our team believes that sustainable change happens when people are empowered to lead that change themselves, and that belief runs through everything we do. From supporting community buildings and local networks to helping deliver major health and wellbeing programmes, we focus on collaboration, trust, and meaningful relationships.

We're proud to be a values-led organisation. We are impact driven, ensuring that everything we do delivers meaningful outcomes. We believe in the power of collaboration, working in partnership to strengthen community voices. We act with generosity, sharing our time, resources, and knowledge freely. And above all, we operate with integrity, always putting communities first and doing what we say we will.

If you're someone who shares these values and wants to play a role in supporting stronger, more connected communities, we'd love to hear from you. This isn't just a job it's an opportunity to help shape the future of the places we care about most.

Jamie Lewis
CEO



The logo consists of two overlapping rectangular boxes. The top box is pink and contains the word "Smile" in white. The bottom box is dark grey and contains the word "Values" in white.

Smile

Values

- **Impact-driven:**

"Creating lasting impact in the communities we support."

- **Collaboration:**

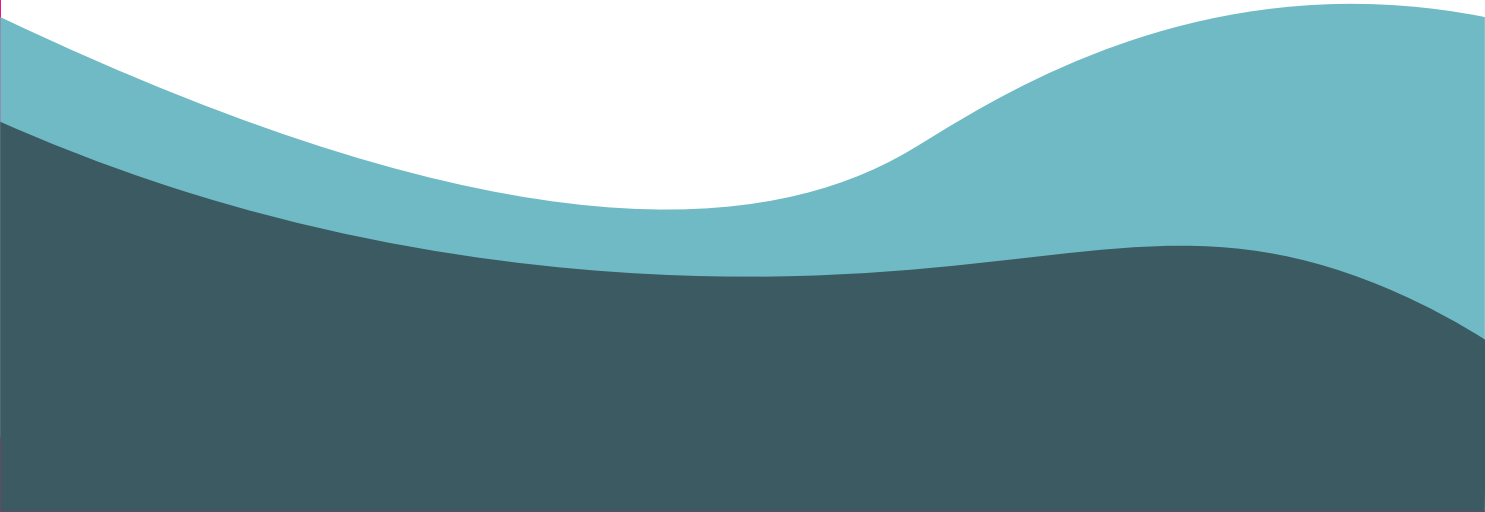
"We build partnerships and share resources, knowledge, and expertise to create a bigger impact together."

- **Generous:**

"Empowering colleagues, partners, and communities with the support and resources to thrive independently."

- **Integrity:**

"Smile is built on honesty, transparency, accountability, and kindness, with integrity at the heart of everything we do."

Decorative wavy lines in teal and dark grey at the bottom of the page.

Role Profile

**Job Title:**

Crown Community Centre Coordinator

Reports to (Job Title):

Head of Operations

Salary:

£25,000 (pro rata)

Working Hours:

25 hours per week worked over 5 days

Base location:

The Crown Building, Bridlington

Contract Duration:

Fixed term 1 year contract

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.

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, 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 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.

Key Role

Responsibilities

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

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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