

## Job Description and Person Specification

### 1. Job Description

<b>Job Title</b>	Assistant Centre Manager
<b>Location</b>	Letton Hall, Shipham, Norfolk
<b>Responsible to</b>	Letton Hall Centre Manager
<b>Responsible for</b>	Office Administrator
<b>Effective Date</b>	01/05/2018

### Job Purpose

- To deliver management activities in conjunction with the Centre Manager to ensure the safe and effective delivery of services to the users of Letton Hall.
- To oversee all administrative activities and support the staff team in their duties
- To provide out of hours duty management on a rota with other staff

### Principal Accountabilities – Core Tasks

- To manage the centre booking system in conjunction with the office Administrator
- To respond to requests from grant making trusts and funding bodies in conjunction with Fund Raiser and Office Administrator
- In conjunction with the Centre Manager review and maintain policy and procedure documents and risk assessments and ensure compliance with all other statutory duties
- To create and maintain appropriate records to ensure and prove statutory compliance
- To deputise for the Centre Manager in all areas including leading morning meetings and prayers and to represent Letton Hall at Christian events
- To work with the Trustees and Centre Manager to develop short, medium and long term plans for activities at Letton Hall
- To be responsible for the oversight of staff recruitment and HR related tasks such as staff rota's, timesheets, holiday forms and pay records
- To maintain and develop relationships with current and potential suppliers
- To be on call duty manager responding to the out of hours needs of guests and issues that may arise with the general facilities
- To be the first point of contact for professional bodies and brokers, including insurance and energy
- To undertake any other duties in connection with the position

## 2. Person Specification

**E**=Essential criteria

**D**=Desirable criteria

<b>Qualifications</b>	
5 GCSE at C or above including English and Maths	<b>E</b>
NVQ level 3 in Business Management or Office Administration	<b>D</b>
<b>Skills/Knowledge</b>	
Proven ability in and use of management and administrative processes to deliver an effective service (preferably in the hospitality sector)	<b>E</b>
Ability to demonstrate a systematic approach to prioritisation of work and cope under pressure to meet deadlines	<b>E</b>
High levels of literacy, numeracy and ICT skills, a knowledge of Microsoft Office especially Word, Excel and PowerPoint	<b>E</b>
The ability to communicate at a high standard both orally and in writing	<b>E</b>
Articulate, calm, polite and well-motivated	<b>E</b>
Proven ability of working as part of a team	<b>E</b>
Sensible approach to problem solving with evidence of the ability and willingness to develop practical and creative solutions	<b>E</b>
Proven ability to complete tasks to a high standard within agreed timescales	<b>E</b>
The ability to maintain and update web pages	<b>D</b>
Ability to support change and transitions within the working environment	<b>D</b>
<b>Experience</b>	
Previous experience of working in a residential setting	<b>D</b>