



## **VACANCY – CENTRE MANAGER**

### **Job: Centre Manager (part-time)**

**Hours:** 21 hours per week over 3 days

**Or** 28 hours per week over 4 days to include book-keeping and preparing accounts using SAGE

Some additional hours may be required from time to time

**Salary:** £22,000-£25,000 pro rata depending upon experience

**Benefits:** Free lunch, free parking, flexible working.

The Pennoyer Centre is a charity that relies on fundraising and donations to support its work and maintain its unique heritage building at the heart of the village of Pulham St Mary. The Centre has a café open 6 days per week, an Airship Museum and is available for hire for business bookings, leisure activities, weddings and private parties. There is also a programme of regularly monthly fundraising events as well as special events and activities throughout the year.

We are seeking a person with experience of managing in a hospitality or event management role to manage the work of the Centre, working with a small team of dedicated staff and volunteers, planning and organising events and overseeing operations and delivery of services.

The successful candidate will be highly motivated and have excellent IT and communication skills, both written and verbal, with proven organisational, administrative and management ability. They should also be familiar with financial and accounting processes and be able to report on the finances of the centre to the Trustee Board.

Always willing to go the extra mile, the appointee will be professional, conscientious and committed to the delivery of the highest standards. Integrity and a commitment to public service will be essential in this role, working very closely with the local community and serving the centre's customers and clients. The ability to manage and motivate a small team of dedicated staff and liaise with our committed volunteers is an important part of the role and key to the success of Pennoyers.

The successful candidate must be prepared to work outside of core hours as necessary for the smooth running of the centre and success of organised events. This will sometimes involve working evenings and weekends depending on the frequency of events and functions held at the Centre.

To apply for the post please submit your CV together with a covering letter of application explaining why you would like to work at The Pennoyer Centre, how you think you are able to fulfil the requirements of the role, and answer the two questions below. Please provide details of two referees, one from your current or most recent employer; we will only contact them if the applicant is shortlisted for interview.

**Closing Date for Applications: Monday 11<sup>th</sup> July 2022**

**Interview Date: 19<sup>th</sup> July 2022**

**Please send your application via email to:**  
**jobs@pennoyers.org.uk**

We would also like you to write a brief response to the following questions:

Question	Quality
1	Please detail your assessment of the key issues that you might face in the role and your approach to resolving them. Please tell us what extra skills or innovative ideas you could bring to the role that could benefit the charity. [Word limit 500]
	<p><i>It is expected as a minimum that the answer will demonstrate:</i></p> <ul style="list-style-type: none"> <li>• <i>a sound understanding of some of the challenges of the role and a clear link between these and the proposed actions to address them</i></li> <li>• <i>an ability to write well and to convey ideas clearly</i></li> </ul>

Question	Experience, Skills and Knowledge
2	Please detail how you have used your experience, skills and knowledge in an organisation with a similar nature to this requirement. [Word limit 500]
	<p><i>It is expected as a minimum that the answer provides:</i></p> <ul style="list-style-type: none"> <li>• <i>key examples of previous work in a hospitality or customer service management role including staff management</i></li> <li>• <i>experience of working with volunteers</i></li> <li>• <i>experience of developing and delivering successful events</i></li> <li>• <i>an example of where you have 'gone the extra mile' to achieve a successful outcome</i></li> </ul>

**Job Description – Centre Manager**

<b>Job title:</b>	Centre Manager (part-time)
<b>Job Purpose:</b>	Manage the Pennoyer Centre ensuring it operates professionally, efficiently and viably to provide excellent service to its customers, clients and the community
<b>Reporting to:</b>	A board of Trustees sets the strategic direction and has oversight of the operation of the Centre. Day-to-day reporting will be through the Chair of Trustees
<b>Hours of Work:</b>	21 hours per week over 3 days Or 28 hours per week over 4 days to include book-keeping and preparing accounts using SAGE Some additional hours may be required from time to time
<b>Benefits</b>	Free lunch on working days, free parking
<b>Salary Range:</b>	£22,000-£25,000 pro rata
<b>Main Responsibilities:</b>	<ul style="list-style-type: none"> <li>• Manage the Centre, the staff, volunteers and the building ensuring the fulfilment of the Centre’s charitable objectives</li> <li>• Act as line manager for all staff, encouraging commitment to Pennoyer’s ethos, monitoring performance and ensuring appropriate training is carried out</li> <li>• Carry out all necessary administrative and financial procedures for the efficient and compliant operation of the Centre and report on performance of all aspects of the Centre to Trustees</li> <li>• Working with the Trustees to set annual budgets and monitor performance and report against these budgets</li> <li>• Manage cash handling, invoicing, debt management, ordering supplies, dealing with suppliers and ensuring value for money, making and recording payments and effective stock management</li> <li>• Manage the operation of the café, ensuring its viability and the highest level of customer satisfaction and manage the EPOS system</li> <li>• Working closely with the Assistant Manager and Senior Café Assistant, oversee organisation of café including staff rotas and menus</li> <li>• Identify new opportunities for fundraising events and in liaison with the Assistant Manager, oversee the planning of the annual calendar of events to ensure effective implementation of all activities, fundraising events, business bookings and private functions</li> <li>• Work with Assistant Manager to ensure activities and events are effectively promoted through print and social media and that the website is up to date and engaging</li> <li>• Promote use of the building by local businesses, community groups and local residents using print and social media</li> <li>• Manage the heritage building to ensure it is properly maintained and regular servicing is carried out as required</li> <li>• Liaise with volunteers to support and encourage their contribution to the work of the Centre</li> <li>• Ensure compliance with legal, licensing, health and safety and hygiene requirements at all times</li> </ul>

**Person Specification:**

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>	Educated to GCSE A level or equivalent inc. GCSE Maths and English	BTEC Business Administration or equivalent qualifications
<b>Previous experience:</b>	<ul style="list-style-type: none"> <li>• Previous experience working in a hospitality or customer-service management role</li> <li>• Previous experience in managing and motivating staff</li> <li>• Experience of managing cash and making online payments</li> <li>• Experience of reporting on business performance and making recommendations for improvements</li> </ul>	<ul style="list-style-type: none"> <li>• Experience working in a charitable or not-for-profit organisation</li> <li>• Experience of managing a café and/or bar.</li> <li>• Book-keeping experience, knowledge of SAGE accounting and payroll package</li> <li>• Experience of using EPOS systems</li> </ul>
<b>Skills:</b>	<ul style="list-style-type: none"> <li>• Excellent communication skills, both written and verbal</li> <li>• Proven organisational, administrative and financial management skills</li> <li>• Ability to motivate staff, organise teams and delegate as appropriate</li> <li>• Ability to work with people and foster good relationships with Trustees, staff and volunteers</li> <li>• Self-motivated and willing to go the extra mile to deliver excellence</li> <li>• Understanding of the benefits and ability to use social media as a tool for raising the Centre's profile and promoting events</li> <li>• Excellent IT skills with knowledge of MS Office (inc. Excel, Word, Outlook) and other common software packages</li> </ul>	
<b>Personal Qualities:</b>	<ul style="list-style-type: none"> <li>• Professional, outgoing, enthusiastic and committed to delivery of highest standards</li> <li>• Excellent team player</li> <li>• Supportive and courteous, giving encouragement to colleagues and volunteers</li> <li>• Highly motivated, proactive and willing to embrace and promote change</li> <li>• Flexible and willing to work additional hours when necessary (including out of hours) to support the Centre's activities</li> </ul>	<ul style="list-style-type: none"> <li>• Willingness to learn, undertake training and develop new skills</li> </ul>

# THE PENNOYER CENTRE

Based in a restored 15<sup>th</sup> century Guild Chapel and Victorian school, The Pennoyer Centre was opened in 2010 as a centre for community, business, and heritage in Pulham St Mary, Norfolk. The Centre's restoration was largely funded by the Heritage Lottery Fund with the history of the medieval building, the original endowment by Wm Pennoyer, the School and the local airship station interpreted in a heritage gallery. The Centre is largely self-financing, including occasional grants for specific projects and a parish council grant, but it receives no other regular public funding. Income is generated from a community café, community and business room hire, private functions, weddings and general fund-raising.

The Centre is open to the public Monday to Saturday and offers the following activities:

- a licensed café and bar, open daily, using locally sourced produce where possible, specialising in coffee, light lunches and home-made cakes
- a heritage building in Pulham St Mary offering local residents and visitors a regular programme of film nights, quiz nights, evening inns, bingo, music, craft fairs, art exhibitions and special events
- heritage displays, exhibitions and a growing photographic archive of life in the village and the Pulham Air Station
- meeting rooms and facilities for business meetings, small conferences, seminars and training
- a popular venue for private parties as well as a licensed wedding venue

Since opening, the primary focus of the business has been to achieve financial sustainability for the business and this important, heritage building which is designated as a community asset. The Centre aims to increase revenue from community and business bookings as well as fund-raising activities. Growing these and other income streams will secure long-term financial viability, enabling the Charity to achieve its charitable objects.

## **Charitable Status and Structure**

The Pennoyer Centre is a charity (Registered Charity Number 1135788). It is managed by a Board of Trustees as a company limited by guarantee to fund the Charity's objectives. The Pennoyer Centre operates a trading company, Pennoyers Ltd, and is the sole Trustee of The Pennoyer Endowment Charity which owns The Pennoyer Centre.

The Pennoyer Centre's charitable objects are:

- the provision and maintenance of a village centre for the use of the inhabitants of the area of benefit without distinction of political, religious or other opinions including use for recreation and leisure time occupation with the object of improving the conditions of life for the said inhabitants
- the advancement of education in the area of benefit by means of but not exclusively the provision of training, supplementary education, adult learning classes and activities for mainstream educational subjects
- to preserve repair and maintain for the benefit of the public generally the historic building formerly known as Pennoyer school (including the remains for the former guild chapel which form part of the building) as a building of historic interest.

**The Pennoyer Centre, Station Road, Pulham St Mary, IP21 4QT**

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