

BENSHAM GROVE COMMUNITY CENTRE MANAGER

Bensham Grove operates as a bustling community arts and education Centre offering adult learning courses, workshops, and various community groups in a fully accessible, historic setting. The Centre is known for its diverse programming, including art and craft taster sessions, local interest groups, and activities for multicultural and older populations, reflecting its long history of community service.

Job Description

Main Purpose of Role

The Centre Manager will play a crucial role in supporting the efficient operation of Bensham Grove. Working closely with the trustees, employees, consultants, contractors, volunteers and other local organisations.

The Centre Manager will work to ensure the Community Centre is a vibrant, welcoming, well-managed facility that operates within a sustainable framework for the benefit of local people and organisations. They will be responsible for strategic and policy development, overseeing finances and budgets, event and programme planning.

Proven management skills are essential, as are strong IT skills, planning and communication skills and attention to detail. An important aspect of the role is to develop the business, including maintenance of the main house's historical status, improving facilities and identifying new opportunities by means of effective marketing, networking and innovative solutions.

The Manager will be given a high degree of autonomy and will be self-motivated. The Board of Trustees, as line manager, will support and mentor the new Manager to aid them in achieving their full potential within the role.

Key Tasks and Responsibilities

Operational

- To manage the operations of the Centre, its employees and volunteers in accordance with the parameters of and under the directions set by the Board of Directors.
- To be responsible for health and safety within the Centre ensuring that all safeguarding requirements and legislative compliance are monitored and met effectively.
- Ensure the building is well maintained through cleaning and maintenance programmes and external service contracts.
- To develop the services and facilities of the Centre, based on the needs of the local community and the ambitions of the Board of Directors to attract new business and networking opportunities to maintain capacity in terms of room hire.
- To develop close working relationships with key stakeholders and local partners seeking opportunities for shared activities and delivery of innovative joint ventures.
- To seek and develop opportunities for community engagement.
- To promote the use of the Centre by, among other things, maintaining the Centre's website, maximising publicity opportunities on-line and off-line and liaising with the local media.

- To develop and maintain an effective database of information regarding the project programmes, finance and usage so that efficient monitoring systems can provide appropriate data for the Board of Directors and other key stakeholders.
- To create events and celebrations of the Centre's achievements which support both the short term and long-term outcomes for the local community.

People Management

- To recruit, support and manage the team, employees and volunteers at the Centre, including safeguarding and legislative compliance.
- Manage staff, (pay rolled and contracted) workloads, job descriptions, duties, holidays, holiday cover, sickness, supervision, timesheets, wages reports and payment of wages, pension and HMRC requirements with outsourced payroll service.
- To review, further develop and implement a suite of policies and procedures for the effective management of Centre employees and volunteers.
- To create and deliver a comprehensive training programme for employees and volunteers as well as strategic development sessions for the Board of Directors.
- To provide vision, leadership, communication and support to all employees and volunteers.
- Provide supervision and appraisal on all aspects of their performance and development.

Financial

- Take overall responsibility to maintain up to date financial records utilising appropriate tools (QuickBooks or similar), banking, cash handling, subscriptions, membership, room hire, petty cash, grant expenditure tracking, volunteer's expenses systems and invoicing, and providing regular reports to the Board of Directors
- Implement financial systems and controls to ensure that all activities operate efficiently, effectively and economically.
- Manage projects within allocated budgets, delivering quality, value for money activities for clients and local community.
- To oversee and take a key role in applying for and securing external funding opportunities, including core and project funding.
- To comply with all funder reporting procedures.
- Produce, monitor and report on an annual business plan for the Board of Directors.
- Assist the Treasurer and Board Members to produce Annual Accounts and Reports for AGM and Charities Commission.

Strategic

- Attend Board of Trustees meetings: preparing, in consultation with appropriate members, agendas and board papers/reports for each meeting.
- Produce accurate minutes and reports for approval by the Chairperson.
- To support the Board to develop its skills and capacity to manage the organisation.
- To create innovative ways of tackling local issues and maximising opportunities for resident involvement and promoting social inclusion and community cohesion.
- To represent the Centre's interests in the local community, voluntary and public sector forums.

General Duties

The organisation reserves the right to vary or amend the duties and responsibilities of the post-holder at any time according to the needs of the organisation's business. There may be a requirement to work evenings and weekends as necessary to ensure appropriate fulfilment of duties. All employees are required to:

- Be an active team member, collaborating and working together on tasks/projects as demand dictates.
- Contribute fully to the smooth running of the organisation and comply with Charitable Law
- Handle sensitive / confidential matters in a professional manner, internally and externally.
- Compliance with all policies, and all legal obligations relating to duties.
- Any other duties as advised from time to time by the Board of Trustees

Personal Qualities

The Manager will have a strong commitment to helping members of the community get involved with the Centre. The Manager will also need to be self-reliant, energetic, able to work on their own initiative and to prioritise activities.

The continued success of the Centre will depend heavily on the organisational skills of the Manager and their ability to communicate effectively with all members of the community and work alongside colleagues, partners and Trustees.

Person Specifications

Attributes	Essential Criteria	Desirable Criteria
Qualifications		Accreditation in community development, volunteer management, project management
Career Experience	People management, management of a community Centre or third sector organisation	
Management Experience	Demonstrated senior management role	
Business Development and Planning	Experienced in producing, implementing, reviewing business plans	
Compliance, risk, Safeguarding	Demonstrated compliance, safeguarding and risk management	
Finance and budgets	Successful management of budgets, financial management, income generation, funding, and contract negotiation	
Leadership	Demonstrated leadership and motivation to a team to achieve results	
Communication	Confident, clear, articulate verbal and written communication	Confident speaker and presenter
Building and developing relationships	Develops and maintains good working relationships, working collaboratively and consultatively	
Influencing	Articulate views and plans, presenting them in a way that gains support and commitment	
Decision Making	Demonstrated ability to assess information, and make informed and justified decisions	
Ethos and Values	Commitment to the organisation's ethos and understanding/empathy with the needs of those they serve	
Adaptable and flexible	To work with the needs of the organisation and its clients as required	
DBS	Require a satisfactory basic DBS for this role.	
Financial Checks	Require a successful financial background check	

Additional Information:

Responsible to:	The Board of Trustees
Line Manager:	Chairperson
Salary Scale:	£40,000 - £45,000 per annum pro rata depending on experience.
Hours:	37 hours, Monday to Friday
Work base:	Bensham Grove Community Centre, Sydney Grove, Gateshead
Holidays:	28 days, which includes bank holidays
Probationary period:	There will be a 3-month probationary period, at the end of which an assessment will be conducted.
Pension:	Bensham Grove operate a workplace pension scheme
Unsocial Hours:	Whilst staff will normally work during Monday to Friday, occasional weekend working is required, and some evening work is necessary in this post.
Time off 'in lieu':	There is no facility for overtime pay. If it is necessary to work more than the contracted number of hours this must be agreed. Time off in lieu will normally be granted.
Notice period:	One week during probation period, rising to two months after successful completion of probation period

How to apply for the post:

Please send your CV and a cover letter. Your cover letter should explain:

- With reference to the Job Description why you would like to work for Bensham Grove and are applying for this position
- How you meet the person specification

Cover letter should preferably be 1 page long, no more than 2 pages.

Applications close 27th October 2025 , and should be emailed to:
jobs@benshamgrove.org.uk

Proof of Identity:

Section 8 of the Asylum and Immigration Act of 1996 requires that any person offered employment must produce documentation proving that they are entitled to live or work in the UK e.g. P45, P60, payslips with N.I. No, N.I. Card, Passport, Birth Certificate. You must be able to provide such evidence, should you be offered employment with Bensham Grove Community Centre.

Bensham Grove is an equal opportunities employer and welcomes applications from all members of society.