



Job Description

Job Title: Community Hub & Operations Lead

Reports to: Chief Executive

Grade: Band 2.5, £35,500

Hours: 28 hours per week

Location: Carnegie Building, Newcastle upon Tyne

Job Purpose

To lead the day-to-day operation of Riverside's community hub, ensuring the Carnegie Building operates effectively, safely and efficiently for residents, staff, volunteers, tenants, partners and visitors.

The postholder will oversee front-of-house operations, administrative systems, building management and operational procedures, providing a clear point of coordination across the organisation.

The role will supervise the reception, administration and building support staff and provide operational support to the Chief Executive and management team.

Key Responsibilities

Community Hub Operations

- Lead the day-to-day operation of the Carnegie Building.
- Ensure the building provides a welcoming, safe and accessible environment for residents, visitors and partners.

- Oversee room bookings, activity scheduling and use of shared spaces.
- Coordinate operational arrangements for activities, events and partner organisations using the building.
- Act as the first point of escalation for operational issues arising within the building.
- Develop and improve operational systems and procedures.

Staff Management

- Line manage reception and administration staff.
- Line manage the caretaker and cleaner.
- Provide supervision, support and performance management.
- Coordinate staff rotas and operational cover arrangements.
- Identify training and development needs.

Building Management & Facilities

- Oversee planned and reactive maintenance of the building.
- Liaise with contractors, suppliers and relevant council services.
- Monitor building contracts and service agreements.
- Maintain records relating to maintenance and facilities.
- Support effective management of utilities and building resources.
- Ensure the building remains compliant with relevant operational requirements.

Health & Safety

- Coordinate day-to-day implementation of Riverside's health and safety procedures.
- Maintain health and safety records and checks.
- Coordinate risk assessments and routine inspections.
- Report significant issues to the Chief Executive and Finance & Governance Manager.
- Support compliance with organisational policies and procedures.

Administration & Front of House

- Oversee reception and front-of-house systems.
- Ensure enquiries, bookings and visitor management processes operate effectively.
- Coordinate administrative support arrangements across the organisation.
- Work closely with managers to ensure administrative resources are allocated effectively.

- Support the implementation of efficient administrative systems and processes.

Organisational Coordination

- Act as a central point of coordination between operational functions and delivery teams.
- Work closely with the Community Projects Manager and Children & Families Manager to support effective delivery of activities within the building.
- Coordinate practical arrangements for meetings, events and organisational activities.
- Support implementation of organisational procedures and operational policies.

Policy Coordination

- Maintain Riverside's policy review schedule.
- Coordinate policy reviews with managers.
- Maintain organisational policy records and version control.
- Support implementation of revised policies and procedures.

Chief Executive Support

- Assist with organisational reporting and information gathering.
- Support preparation of reports for funders, trustees and stakeholders.
- Coordinate organisational information and evidence required for funding applications and monitoring returns.
- Support organisational planning and improvement activity as required.

General Responsibilities

- Attend meetings, supervision and training as required.
- Promote Riverside's values and commitment to equality, diversity and inclusion.
- Comply with all organisational policies and procedures.
- Undertake other duties appropriate to the level of the role.

Person Specification

Essential

- Experience of managing a community building, facility, office or similar operational environment; or
- Experience of coordinating building operations, maintenance, contractors and facilities services.
- Experience of coordinating operations, administration or community facilities.
- Experience of supervising staff or volunteers.
- Strong organisational and problem-solving skills.
- Ability to manage competing priorities and respond to changing demands.
- Experience of working with a range of stakeholders and service users.
- Good IT and administrative skills.
- Ability to work independently and use initiative.

Desirable

- Knowledge of health and safety requirements.
- Experience of supporting reporting, monitoring or funding processes.
- Experience of working within the charity or community sector.

Key Success Measures

- Efficient operation of the Carnegie Building.
- Well-supported administration and building staff.
- Effective coordination of activities and room usage.
- Positive visitor and partner experience.
- Reduced operational pressures on delivery teams and the Chief Executive.
- Effective implementation of organisational systems and procedures.