

Together for Change Coventry and Warwickshire

Saints Central Centre Manager

35 hours per week. This role will require some evening & weekend working.

£36,750 per annum plus 9% Employer Pension Contributions. This is a 2-year fixed term post.

Contractual Location is Saints, Newdegate Street, Nuneaton CV11 4ED

The Role of Saints Central Centre Manager

We are looking for someone who can oversee the operations, facilities and income generation of the Saints Nuneaton building and will help us to achieve our mission purpose.

Saints Central is ground-breaking in its desire to impact its community and bring about the three-pronged strategy of 'Enterprise and Equip', 'Create and Connect' and 'Sport and Support' (www.saintsnuneaton.org).

The primary focus of this role is to be part of the leadership team at Saints Nuneaton, which is part of the Charity, 'Together for Change' (a partnership between The Church Urban Fund and the Diocese of Coventry).

The main responsibilities of the Saints Central Centre Manager are:

- Oversee the management of Saints Nuneaton in all areas, working with and reporting to the CEO and acting as a member of the Senior Leadership Team to provide local insights and experience into ongoing strategy and development of the project.
- Act as the centre's safeguarding lead, in conjunction with the TFC safeguarding lead, Health and Safety Officer and Fire Marshal in line with Saints policies and procedures.
- Support the CEO in managing the Phase 2 aspect of the project, working with leadership of Phase 2 project work, contractors and the NBBC procurement team.
- Establish and maintain effective operational systems to manage external bookings following the launch of Phase 2 of the project, working to promote and maximise the use of the space to ensure good levels of income are generated for the centre. All of this to be done with a sense of excellence and good customer satisfaction.
- Consider the financial income of the centre, looking at ways of increasing income and profit margins in the café, external bookings including bookings of the upstairs hall, grants and partnership agreements, working toward the centre becoming sustainable
- Work to build new and existing partnerships with agencies, council, community groups and churches in keeping with the Christian charity's ethos, to ensure the diversification of support

we can offer at the centre. This will include attending internal and external meetings and representing the TFC charity and Saints in relevant forums.

- Line manage the 'Communities and Facilities Lead', ensuring the building and facilities are well maintained and managed and community groups and external bookings are well organised and run, ensuring a professional and relational environment is upheld while maintaining a place of excellence for users of the centre.
- Work collaboratively with the 'Communities and Facilities Lead' to engage with the local community and to design and implement community programs in line with Saints mission aims and strategy.
- Line manage the 'Saints Marketing Assistant' ensuring all communications with stakeholders is to a high standard and marketing is done to promote the good work of the centre. This will include all online platforms and external signs
- Line manage the Café Manager to ensure all Health & Hygiene regulations are adhered to and the café runs to a high standard, addressing customer complaints and concerns promptly.
- Line manage the Youth Worker Project Lead to ensure the smooth running of the Student Lounge at Saints Central, Saints Bar Pool, St Nicholas Church and King Edward VI College
- Be an active member of the Saints Advisory Group, building relationships with the churches together, taking minutes and organising meetings.
- Manage the day-to-day petty cash system and budget of the centre and work with TFC's Central Team and TFC's Finance Manager to provide regular updates on the financial position of Saints Central, seeking to address financial areas of concern and opportunities for growth in good time.

What we are looking for in a Saints Central Centre Manager:

- Proven track record of leadership skills in a relevant context
- Experience of running or overseeing a café and hospitality teams
- Experience of running a centre with a variety of user groups
- Experience of setting up effective operational and management systems
- Excellent written, listening and communication skills and the ability to engage with a variety of audiences, including stakeholders, partners and volunteers
- Excellent understanding of the hospitality sector and Health and Hygiene policies and protocols
- Familiarity with child protection policies, Health and Safety Policies, Fire Safety Management and other policies relevant to the post
- Ability to engage with all manner of people, build teams and recruit volunteers
- A passionate Christian faith and desire to work ecumenically with a range of user groups
- Professional, friendly and approachable, including when under pressure
- A positive, enthusiastic and constructive attitude
- Supportive of the mission and ministry of the Church of England and the Diocese of Coventry mission purpose statement

This post reports to Director of Regeneration and Community Transformation and the CEO of Together for Change and is based in Coventry Diocesan Offices.

Diversity, Equity and Inclusion

In the Diocesan offices we are committed to work with determination towards a fuller representation of the social, cultural and ethnic diversity which accurately reflects the people we serve in the Diocese of Coventry.

We expect all employees to promote and model equity, diversity and inclusion in their working practices and relationships and to uphold principles of equality of opportunity in accordance with our legal and theological obligations as written in Galatians 3:28 which says, "There is neither Jew nor Gentile, neither slave nor free, nor is there male and female, for you are all one in Christ Jesus".

If you have a disability, long-term illness or are neurodiverse, and you feel this prevents you from meeting any of the essential criteria, please contact us to discuss the adjustments we can make for you.

As an equal opportunities employer, we particularly welcome applications from United Kingdom Minority Ethnic / Global Majority Heritage (UKME/GMH) candidates who are currently underrepresented in our organisation. All appointments will be made on merit of skill and experience relative to the role.

All employees undertake mandatory Diversity, Equity and Inclusion training during their employment with us.

The 'Saints' projects works with an ecumenical group of Nuneaton churches on its advisory group, with the Church of England as the lead denomination, and therefore will involve sensitively working on behalf of Christians from all denominations (it is not an inter faith hub.) The post holder will need to have a Christian understanding of what is happening in the building, that the projects are not simply community projects but they have a spiritual dynamic to them. We will also be working with the local Church of England parish church and hosting Alpha groups, discipleship evenings, worship and prayer nights at the Saints hub. It is therefore an Occupational Requirement (Schedule 9 part 1 of the Equality Act 2010) of this post to have a committed Christian faith and a passion for enabling churches to transform their communities.

Full job description and Person Specification are available from
<https://coventry.anglican.org/about/vacancies/>

For an informal discussion regarding this role, please contact Jet Jones, Jet.Jones@coventry.anglican.org,
07958 957320

Closing date for applications: 22nd January 2025 at 12noon.
Interviews taking place on: the week commencing 27th January 2025

Please send completed applications to:
Email: simone.smith@coventry.anglican.org

or

Post: Simone Smith, Cathedral & Diocesan Offices, 1 Hill Top, Coventry CV1 5AB.