



Bourne Town Hall Trust

Job Description

Role	Centre Manager
Reports Directly to:	HR Lead Trustee (on behalf of the Board of Trustees)
Other Reporting Lines	Site & Facilities Lead Trustee; Treasurer (for financial reporting)
Responsible for:	Events & Heritage Co-ordinator; AV Technician; Volunteers through the agreed volunteer management structure

Job Purpose

To deliver the long term aims and objectives of the Old Town Hall providing operational leadership that creates an inspirational and inclusive culture ensuring the centre is safe and compliant. Working together with the Board of Trustees for the effective management of the day-to-day operations, the Centre Manager is accountable to the Trust.

It is expected that this role will become one of the Licensees for the premises.

Main Duties and Responsibilities

Lead the operation and development of the newly refurbished Old Town Hall as a vibrant, welcoming and sustainable arts and heritage centre together with the Board of Trustees.

Set the overall programme framework and approve the rolling events and activities delivery plan prepared by the Events & Heritage Coordinator, working together with trustees to ensure it supports the Trust's charitable objectives, audience priorities and financial targets.

Be accountable for delivery of The National Lottery Heritage Fund activity plan, ensuring milestones, outputs, outcomes and evidence requirements are met and reported to the Board and funder as required.

Maximise appropriate earned income, including programmed events, bar/cafe activity and private hire, while ensuring commercial decisions remain consistent with the Trust's values and charitable purposes.

Act as the main operational point of contact for the Board of Trustees; attend Board meetings quarterly or as requested, provide timely and accurate reports, and promptly escalate significant financial, legal, safeguarding, health and safety, reputational or operational concerns.

Monitor the centre's operational budget: authorise expenditure within delegated limits, monitoring income and costs and reporting to the Treasurer. Identify and present to the Board of Trustees recommendations for new activities, partnerships and income opportunities that support the centre's long-term sustainability.

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Thanks to National Lottery players, we are able to work towards restoring and transforming the Old Town Hall building.





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Build, lead and line-manage the staff team, setting clear objectives and accountabilities and, ensuring everyone has the resources and training required to deliver their roles successfully and in line with the Trust's HR policies.

Manage bar/cafe operations, including volunteer staffing, training, stock control, procurement, menus, electronic ordering and reconciliation of takings, and ensure agreed procedures and licensing requirements are followed.

Act as Event / Duty Manager on a rota basis and ensure each event has a clearly designated person in charge, an approved risk assessment and appropriate staffing and emergency arrangements.

Oversee the design and build of a new website and e-ticketing system via a third-party supplier.

Engage with the project evaluation, evaluate visitor feedback and develop customer service improvements and their incorporation into future planning.

Embed accessibility, equality, diversity and inclusion throughout operations, learning and engagement, ensuring the Old Town Hall is an inclusive and welcoming space for the whole community.

Oversee regular building inspections and the Building Maintenance Log; ensure minor actions are completed and significant defects, costs or risks are reported promptly to the Site & Facilities Lead Trustee with quotations where required.

Be accountable for safe working practices and ensure the Town Hall is maintained as a safe, clean, secure and welcoming environment for staff, volunteers, contractors and visitors.

Ensure operational compliance with applicable legislation, licences, policies and procedures, including health and safety, safeguarding, GDPR, premises and alcohol licensing, and report material breaches or concerns to the Board.

Own and maintain the operational Risk Register, leading on the implementation of mitigating actions to reduce risk and escalate to the Board where appropriate.

Ensure supplies, services and materials are procured in accordance with approved budgets, delegated authority and the Trust's procurement procedures, with appropriate records retained.

Develop and oversee an effective volunteer management framework, including recruitment, induction, rotas, training, support and recognition; and day-to-day volunteer supervision is appropriately delegated. Develop and implement a marketing and communications plans, ensuring activity is coordinated, accurate and consistent with the Trust's brand and objectives.

Develop and manage effective relationships with stakeholders, community partners, funders, suppliers and hirers, and represent the interests of the Trust professionally.

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Be a Responsible Key Holder and maintain effective arrangements for building security, access control, opening and closing.

Manage the safe moving of furniture and equipment when setting up and breaking down events and activities, using appropriate assistance and equipment where required.

To deliver services effectively, a degree of flexibility is needed, and the post holder may be required carry out other relevant duties.

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Terms & Conditions

Hours: 37.5 hours per week. A degree of flexible working will be required and will include frequent evening and weekend working on events dates on a rota with other team members

Holidays: 28 days paid annual leave a year

Place of Work: Most hours will be undertaken in the first instance in an office within the Old National School, North Street, Bourne and then once open at the Old Town Hall, North Street, Bourne. Occasional working remotely is acceptable with agreement from the HR Lead Trustee.

Travel: There may be occasional travel.

Probationary Period: The position is subject to a four-month probationary period.

Salary: up to £33,000 depending upon experience. Paid monthly.

Pension: The Old Town Hall offers a Workplace Pension Scheme. Employees contribute 5% of salary and the Old Town Hall a further 3%. Employees can choose to opt out of the pension scheme.

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Person Specification

Criteria	Description	Essential/Desirable
Qualifications	Relevant Degree	D
	Events management qualification	D
Experience	Experience of work in delivering activities or events	E
	Experience of managing a venue	D
	Experience in managing a small team	E
	Experience in managing budgets	E
	The ability to plan, organise and administer	E
Knowledge/ Skills	Excellent communication and interpersonal skills	E
	Ability to solve problems and issue calmly and effectively	E
	Ability to organise and operate a facility	E
	Knowledge of marketing and promotion of events	E
	Commercial awareness	E
	Competent use of Microsoft Office tools, specifically Excel and Word and awareness of social media	E
	Organised	E
	Flexible and adaptable	E
	Warm, friendly, empathetic and engaging	E
	Enthusiastic	E
Personal Attributes	Ability to work well with a diverse team and community groups	E
	Committed to embedding practices which embrace diversity and promote equality of opportunity	E
	Works collaboratively and engage with external partners, suppliers and customers	E

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