

Job Title Centre Manager	Pay Grade: £26,000 - £36,000 (depending on skills and experience)
Normal Place of Work: Steve Prescott Centre	Line Manager: Director of Learner Experience and Recruitment
Role Summary: Manage the facilities at the Steve Prescott Centre including commercial bookings. The Centre Manager will also engage with learners and offer pastoral support when needed.	

Principal Accountabilities:

1. To build purposeful and trusting relationships with learners, in particular those aged 16 to 19 years, with the intent to help establish harmonious behaviour, tolerance, inclusion and respect between learners and staff.
2. To promote the safety, well-being and welfare of all learners as a part of day-to-day workings and act as the designated safeguarding officer.
3. To be inclusive and promote sport on a weekly basis
4. To develop partnerships to maximise the opportunities for young people, network with other agencies and community groups.
5. To be responsible for ensuring all learners have access to the financial support services they require such as the college bursary or bus passes.
6. To be responsible for bookings of all facilities such as the 3G pitch, grass pitches and sports hall.
7. To be familiar with the building that you are responsible for, in particular, its construction, the services provided, plant and equipment, fire and security systems and front of house services
8. Encourage promote and put on summer events for potential learners at the Steve Prescott Centre
9. To develop sports enrichment by looking at having fully affiliated teams in various leagues such as football, rugby and netball, whilst running regular sports events and having sports activities available on a regular basis.
10. Working directly with students providing mentoring and/or pastoral support to overcome potential barriers to learning in relation to pastoral issues, behaviour or attendance.
11. Liaise with relevant staff to provide particular support to targeted students to raise achievement and attendance and help them to overcome barriers to learning including nurture groups.

12. Work in a one-to-one relationship with targeted students to implement an action plan, while providing extra support to students through knowledge of a range of activities and opportunities available to them.
13. Provide cover for lessons at the Steve Prescott Centre when needed.

Generic Responsibilities

- To represent and promote the College brand values internally and externally; acting as an ambassador for business development on behalf of the College
- Ensure that the College's internal customers receive an excellent customer service experience in all dealings with the service
- To deliver your day to day duties consistently with the service level agreement
- Promote the College's student first ethos, ensuring that the student experience is uppermost in policy implementation
- To act as a champion for change and improvement and constantly enhancing quality
- To contribute to the annual quality review of the service and the programme of continuous improvement
- To actively promote and act, at all times, in accordance with College policies, e.g. Health and Safety, Equal Opportunities and Safeguarding
- To actively promote and adhere to agreed College values
- Promote innovation
- To contribute to delivering the College's internal communications strategy, playing a supporting role in ensuring that communications are high quality and that our workforce is respected
- To participate in the College Annual Staff Performance and Development Review (ASPDR) as a reviewer and a reviewee
- To undertake other duties commensurate with the job level

Person Specification – Centre Manager

	Essential	Desirable	How assessed*
QUALIFICATIONS			
Qualified to degree level or equivalent professional qualification	✓		AF/Cert
Cert Ed or PGCE	✓		AF/Cert
Level 3 or higher Sports Coaching Qualification		✓	AF/Cert
Level 2 or higher Safeguarding		✓	AF/Cert
KNOWLEDGE AND EXPERIENCE (UP TO DATE/ CURRENT)			
Proven track record of influencing key stakeholders teams to achieve success	✓		AF/IV
Experience of managing within a customer service environment	✓		AF/IV
Experience of planning and delivering innovative new ways to engage with learners	✓		AF/IV
Experience of planning events	✓		AF/IV
Knowledge and experience of working with vulnerable people	✓		AF/IV
An understanding of the local demographics within the city of Hull	✓		AF/IV
Commercial focus to be able to undertake the promotion of the Steve Prescott Centre	✓		AF/IV
Experience of working with various stakeholders to create robust relationships for the Hull College Group	✓		AF/IV
SKILLS AND ABILITIES			
Strong strategic vision and understanding of the sector	✓		AF/IV
Excellent interpersonal and communication skills	✓		AF/IV
Good planning and organisation skills	✓		AF/IV
Strong team leadership skills and ability to motivate and inspire others to reach organisational goals	✓		AF/IV
Good problem solving and decision-making skills	✓		AF/IV
Vibrant and engaging personality	✓		AT
Ability to use IT at a level commensurate with job role	✓		AF/IV
Able to develop self and others	✓		AF/IV
Ability to travel between all of the College's sites	✓		AF/IV

*Key to how skills are assessed:

AF = Skill assessed via application form

AT = Skill assessed via test/work-related task

IV = Skill assessed via interview

Cert = Certificate checked at interview