

# Centre Manager – Job Description

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## Role details

Salary: Dependent on experience

Working hours: Full Time; 37.5 hours per week

Working pattern: To be agreed but will require some evening and weekend hours as part of the regular working week

Reporting to: Lead Pastor

## Role purpose

To ensure the Centre is safe, welcoming, well maintained and used effectively in line with church policies, supporting church life, ministry and service to the community.

## Key accountabilities

- Keep the Centre safe, welcoming, well maintained and prepared for church activities, ministries and external bookings.
- Maintain effective systems for bookings, access, room preparation, diary coordination, maintenance and compliance records.
- Plan and monitor maintenance, replacement and operational budgets, escalating significant risks, costs or decisions to the elders.
- Coordinate contractors, suppliers, volunteers and practical support so activities and events run smoothly.
- Communicate well, maintain confidentiality and provide a service-focused approach with staff, volunteers, church members and external users.

## General responsibilities

- Manage, maintain and monitor Bethany Church facilities so they are safe, compliant, available and in good order.
- Plan and coordinate practical arrangements for church activities, Centre use, outside bookings and the church diary.
- Maintain effective working relationships with staff, elders, ministry leads, volunteers, church members, outside users, contractors and suppliers.
- Maintain appropriate records, filing systems and checklists for bookings, maintenance, compliance, incidents, contractors, assets and key processes.
- Undertake other duties commensurate with the role as reasonably requested by the elders or Church Leadership Team.

## Specific responsibilities

### Facilities, maintenance and asset management

- Maintain a lifecycle maintenance and replacement schedule for the building and key contents, identifying priorities, costs and timings.
- Maintain an asset register for key furniture, fixtures, equipment, appliances and operational resources.
- Monitor Centre condition, repairs, defects and improvement opportunities, acting within agreed authority levels.
- Coordinate consumables, equipment, cleaning, waste, storage and room readiness arrangements.

### **Budgeting, procurement and decision-making authority**

- In consultation with the elders, prepare and monitor annual maintenance, compliance and operational budgets.
- Obtain quotations in line with church policy, ensuring value for money and appropriate records.
- Approve or commit expenditure only within authority limits agreed by the elders.
- Escalate significant repairs, compliance concerns, incidents, contractual commitments or unbudgeted expenditure promptly.

### **Contractor and supplier management**

- Coordinate approved contractors and suppliers, including site visits, access, quotations, schedules and completion checks.
- Monitor quality, timeliness and value, raising concerns or performance issues where required.
- Maintain attendance, service, certificate, warranty and follow-up records.
- Ensure contractors and suppliers meet relevant safeguarding, health and safety, insurance and access requirements, and review recurring contracts periodically.

### **Compliance, health and safety and risk management**

- Act as Health and Safety lead for the Centre, including First Aid, Fire procedures, emergency planning and escalation of significant risks or incidents.
- Schedule, record and follow up key compliance checks, including fire, electrical, gas, legionella, asbestos where applicable, insurance and other statutory or policy requirements.
- Maintain risk assessments, accident, incident and near-miss reporting arrangements, seeking specialist advice where required.
- Support development and review of relevant Centre policies, procedures, checklists and emergency arrangements.
- These responsibilities are subject to appropriate training, support, specialist advice where required and elder oversight.

### **Safeguarding and data protection**

- Act as designated Safeguarding Officer and Data Protection Officer, supported by appropriate training, policies and escalation arrangements.
- Escalate safeguarding and data protection matters promptly in line with church policies and agreed reporting routes.
- Maintain confidentiality and appropriate handling of personal, sensitive, safeguarding and church information.
- These responsibilities are subject to elder oversight and specialist advice where required.

### **Security, access and emergency arrangements**

- Coordinate building security, key-holder responsibilities, alarm systems, access controls and opening and locking procedures.
- Maintain records of keys, fobs, alarm codes and access permissions, ensuring issue, review and withdrawal are managed appropriately.
- Respond to security, access or building-related incidents in line with agreed procedures and escalation routes.
- Maintain and communicate emergency and business continuity arrangements, including contacts and practical measures to minimise disruption.

## **Events, bookings and facilities support**

- Coordinate room setup, layout, furniture, equipment and practical support for services, meetings, ministry activities and external bookings.
- Arrange relevant audio-visual, hospitality, access, cleaning, heating, lighting and other practical requirements.
- Provide outside hirers with clear information on booking terms, access, safeguarding, health and safety, insurance, fire procedures and facilities use.
- Support communication between staff, elders, ministry leads, volunteers and outside users, reviewing arrangements after significant events or recurring issues.

## **Staff team and spiritual life**

- Attend and contribute to weekly staff meetings for devotion, support, prayer and planning.
- Work in a manner that supports the vision, values and ministry of Bethany Church.
- As the role contributes directly to the spiritual life and ministry of Bethany Church, the post-holder must be a practising Christian, support the church's statement of faith and participate appropriately in the staff team's spiritual life. This is a genuine occupational requirement.

## **Person specification**

### **Essential experience**

- Experience of facilities, building, premises or operational management.
- Experience coordinating contractors, suppliers, maintenance work or practical operations.
- Experience managing competing priorities, schedules, bookings or events.
- Experience with budgets, quotations, invoices, financial controls, records or compliance documentation.
- Experience working with volunteers, community groups, church groups or a comparable service-focused environment.

### **Essential skills and knowledge**

- Excellent organisation, planning and prioritisation skills.
- Good written and verbal communication skills with a wide range of people.
- Practical problem-solving skills, initiative and judgement about when to escalate.
- Good IT skills, including email, calendars, documents, spreadsheets and record-keeping systems.
- Awareness of health and safety, safeguarding, data protection and confidentiality requirements, with willingness to train.

### **Personal attributes**

- Reliable, trustworthy, discreet, calm and organised under pressure.
- Flexible and willing to support evening or weekend activities where required.
- Self-motivated, proactive and able to work independently and collaboratively.
- A practising Christian who supports Bethany Church's aims, values, ministry and statement of faith, and can participate appropriately in the staff team's spiritual life.

### **Desirable**

- Relevant facilities, health and safety, first aid, fire safety, safeguarding or data protection training.
- Experience in a church, charity, community centre, school, venue, property or similar setting.
- Experience managing room hire, external bookings or community use of facilities.

This job description is not exhaustive and may be reviewed from time to time in consultation with the post-holder to reflect the changing needs of the church and Centre.