

INFORMATION FOR CANDIDATES

Manager, Topsham Community Association

1. About Topsham Community Association

The Topsham Community Association (TCA) was established in the 1960s and now is a charity and a company limited by guarantee with a formal membership structure. Its charity objects are: (1) to improve the conditions of life for the inhabitants of Topsham and (2) to manage its community halls to further objective 1.

TCA is a long-established community organisation in the area of Topsham, on the outskirts of Exeter, Devon. TCA has two community halls (Matthews Hall and the Dorothy Holman Centre) which it hires to community and individual users for a wide variety of classes, groups, societies, performances and for private functions and also civic activities such as polling stations. TCA also has a commercial relationship with the Matthews Hall café proprietors who hire the café area. TCA runs a very successful Saturday Market and Seniors Club. TCA also has a civic role in the town as part of its local planning and flood emergency sub committees.

As well as hiring the halls, TCA has just merged with Topsham Society who have a local planning group considering planning developments around Topsham and also has a flood emergency subcommittee.

TCA has a voluntary committee of directors/trustees who live in the town itself or the growing number of new developments around Topsham.

TCA employs a market manager to run the popular Saturday market. We also employ a live-in caretaker (currently a job share) who look after the halls and prepare and pack up the hall to meet the needs of hirers. We also have a bookings officer who organises the renting of the hall to hirers, and a seniors club organiser. There is a currently an administrator role, but this post is ending to make way for the more senior post of manager.

2. About the role of manager

The managers role is 1) to provide leadership and management of the TCA staff team, 2) to grow and promote the work of the organisation in Topsham and the wider community, and 3) to oversee the day to day activities of the charity. This is a new role for Topsham Community Association and represents a real opportunity for the right candidate. The current volunteer trustees want and need to have less day to day hands on involvement in the running of the organisation as it grows, having recently also acquired the Dorothy Holman centre. We also seek some professional support and management of the small staff team who are vital to the operation of the organisation.

The main duties and responsibilities of the role are

- To promote and represent the organisation with Topsham and the wider community
- To manager the finances of TCA on a day to day basis and to identify ways to grow the income streams of the organisation
- To manage the staff team and lead the organisation day to day, liaising with and reporting to the board of directors/trustees and communicating with the membership

- Ensure the halls are operated in compliance with health and safety requirements and the buildings are effectively maintained and operated
- To help develop and grow the activities and impact of the organisation in line with the charity objectives

The ideal candidate will have experience of community work and the management of a small part time staff team. We are looking for someone with great organisational skills to ensure the day to day work of the organisation is effective, but we also want you to have vision and ideas about what else TCA can do to further its own objectives and make Topsham a better place to live in, work in or visit.

You will need some diplomacy and relationship building skills to link positively with all the other community groups in Topsham and to find some mutual projects of benefit. Experience of working for a membership organisation would be useful as would a knowledge of Topsham although that is not essential. You will also need to be able to market the halls that TCA offers, through social media and others means so that they are in full time use.

This is a great opportunity for someone to come and play a pivotal role in the community of Topsham and create real community benefit through TCA.

3. Working for TCA

Your salary is based on an hourly rate of £15.50 per hour. This equates to a full-time equivalent salary of £28,286. You will work 28 hours a week which means an actual pro rata gross salary of £22,629.

Your hours of work will normally be spread over the week to meet the requirements of the role. This will need to include some Saturdays in order to meet and support the Saturday Market Manager, and also some occasional evening and weekend work depending on the activities in the hall and cover for other staff. You will be required to attend board meetings which happen monthly usually in the evening.

You will have 5.6 weeks of statutory leave to included public holidays, pro rata to your hours. In actual terms this is 22.4 days of leave.

You will report to the board of directors/trustees of TCA, who are all local volunteers with a named director/trustee as your primary contact.

4. How to apply

Please send your CV and a supporting statement (no more than 2 sides of A4) covering your experience in the main duties of the role and how you meet the person specification to recruitment@topshamcommunityassociation.co.uk.

The closing date for applications is August 31st 2021. Interviews are scheduled to be held on 15th September 2021 although this is subject to change.

If you have any queries about the role prior to applying please also email the recruitment email above.

JOB DESCRIPTION

Manager, Topsham Community Association

Reporting to:	Chair of the Board of Trustees or a nominated trustee
Responsible for:	Administrator (handover only) Bookings Officer Caretakers Market Manager Seniors Club Supervisor.
Hours:	28 hours (ie 4 days a week from a FTE of 35 hours) Exact working hours to be agreed including to cover some weekends and evenings
Location:	Matthews Hall, Topsham

Context

The Topsham Community Association was established in the 1960s and now is a company limited by guarantee with a formal membership structure. Its charity objects are:

- To promote the benefit of the inhabitants of Topsham; and
- To manage and maintain the Matthews Hall and the Dorothy Holman Centre as venues for community activities

The Managers role is to provide leadership and management of the TCA staff team, to grow and promote the work of the organisation in Topsham and the wider community, and to oversee the day to day activities of the charity.

Main duties and responsibilities:

1. Promote and represent the organisation with Topsham and the wider community

- Understand, disseminate and implement the community purpose and strategy of the organisation
- Represent the organisation as required at meetings, forums, conferences or other events
- Raise the profile of the organisation and its income potential using all methods
- Promote the work of the Association, develop its website and use social media to publicise its activities
- Develop and maintain relationships with other community organisations to pursue best practice

2. Financial management, growth and development

- Ensure the day to day finances of the organisation are handled effectively and efficiently with accurate and timely recording, working with the Treasurer.
- Devise, coordinate and manage an online system for publishing hall bookings
- Develop the business activities of the organisation, adding to its financial growth and stability
- Respond to opportunities for external funding through grant bids appropriate to the organisation's work
- Initiate partnerships and joint working of mutual benefit that deliver financial and/or community benefit
- Provide financial management accounts and analysis to the board on a monthly basis

3. Leadership, management and governance

- Provide leadership to staff, ensuring all staff roles are aligned and appropriate to meet the strategic plan of the organisation
- Provide line management of the staff, supporting them in their job roles through effective human resource practices, such as induction, training, monitoring and appraisal.
- Ensure support and leadership for all volunteers of TCA and develop the volunteering opportunities.
- Manage sickness and other absences of staff, providing adequate cover for maintaining provision
- Communicate regularly with Board directors, responding to requests for information in a timely and structured manner
- Ensure that the organisation's activities align with the strategic plan set by the board of Directors and are responsive to the needs of the community of Topsham
- Engage with members of TCA and ensure members are communicated with and consulted about issues relevant to TCA

4. Compliance and building maintenance

- Ensure that the buildings are effectively maintained, proposing budgeted improvement programmes to the board, identifying appropriate contractors and ensuring works meet building and health and safety regulations
- Manage inspections by Council and other agencies to ensure standards are maintained
- Manage the use of storage space and equipment within the buildings
- Ensure compliance with legal, licensing and other rules and guidelines
- Ensure all risks assessments are undertaken and all health and safety requirements are met.

5. General

- Work within the policies of the organisation

- Make proposals and suggestions to the board about the development of the organisation or improvements to operations in line with the strategic plan
- Undertake such other duties as are commensurate with the status and salary of the post

Person Specification

Essential

- Experience in a management role
- A knowledge and understanding of voluntary/community organisations
- Good understanding of budgets and budget management
- Experience of innovation and/or creation of new income streams
- Excellent written and spoken communication skills and confident to represent the organisation
- Experience/understanding of managing the maintenance and operation of buildings
- Competent and confident in using office ITC – Word, Excel, Outlook
- Able to work independently with accountability to a board
- Able to lead and develop a staff team
- Flexibility and able to connect with a wide range of people
- Prepared to work occasional flexible hours to meet the organisation's needs
- Excellent planning and organisation skills

Desirable

- Previous experience as a manager in a community or voluntary organisation
- Knowledge or experience of using social media to promote an organisation or activity
- Knowledge or previous experience of using Sage accounting software
- A knowledge of the area of Topsham