

# YATE TOWN COUNCIL

## JOB DESCRIPTION

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**JOB TITLE:** COMMUNITY PROJECTS MANAGER

**GRADE:** HAY 6

**REPORTS TO:** TOWN CLERK

**TEAM:** COMMUNITY PROJECTS

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### 1. JOB PURPOSE

To manage, coordinate and deliver the Town Council's community services and projects; monitoring targets and outcomes where relevant. To strategically manage the Armadillo, Pop Inn Café and Heritage Centre facilities. To fundraise for Town Council projects and services in conjunction with the finance team.

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### 2. MAIN DUTIES/ACCOUNTABILITIES

- To manage the delivery of Town Council community services and projects, in accordance with Town Council policy and vision, working closely with other Managers as appropriate;
- To take overall responsibility for specific community schemes and projects. Liaising with relevant Committees & other staff members, producing project briefs and specs, going to tender, liaising with appointed bodies i.e. architects, dealing with contracts and ensuring projects are delivered on time and to budget. These projects could take between 6-12 months to deliver, including (not limited to):
  - play area upgrades, working in conjunction with the Estates Manager;
  - asset acquisition (including dealing with associated legal issues and contract administration), ongoing development, enhancement and management, working in conjunction with the Estates Manager);
  - community and social projects (for example, older people's provision);
  - Youth;
  - Community engagement, community consultations and liaison with Friends and community groups;
  - Town Council events;
- To line manage the Armadillo and Heritage Centre service heads and oversee the Pop Inn Café provision, including monitor leadership, activities and strategic direction of the facilities and troubleshoot should any issues occur, take forward associated HR issues in these areas as and when they arise, under the guidance of the Town Clerk;

- To line manage the Venues Operations Officer and Youth Officer to secure and maintain the reputation and role of the Armadillo Youth Cafe and Pop Inn Cafes in the Community in supporting the lives of young and older people. To manage and oversee the Officers responsible for marketing the cafés to enable high levels of customer satisfaction and usage levels, to ensure targets are met, budgets are managed and additional income is generated;
  - To line manage the work of the Heritage Officer in providing a Heritage Service for the people of the Yate area within set budgets. Manage a Heritage Officer who has responsibility for planning, organising and publicising exhibitions and events, caring for the local history collections and overseeing an education service;
  - To fundraise for Town Council projects and services in conjunction with the finance team and assist with works associated with implementation of successful bids;
  - To represent the Town Council as appropriate at community meetings and meetings of Outside Bodies and external agencies;
  - Responsible for the preparation of agendas, reports, minutes and for facilitating meetings relating to community services and project work undertaken by Yate Town Council and responsible for ensuring actions emulating from such meetings are undertaken and followed through;
  - To work closely with the Service Support Manager to determine and direct the use of the general administrative resource assist in efficient and effective delivery of community services and projects.
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### **3. DIMENSIONS**

The post holder has overall line management responsibility for all staff within the Armadillo Cafe, Pop Inn Café and Heritage Centre which includes up to 6.1 FTE posts (plus casual and zero hours staff at the Armadillo).

The post holder will ensure all projects and services they manage operate within set budgets and will report and present on these budgets, in liaison with the finance team.

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### **4. JOB CONTEXT**

Wider community services and projects including play area upgrades, asset acquisition, community and social projects, Youth, Community engagement and Town Council events.

Yate & District Heritage Centre provides a Heritage Service for the people of the Yate area. There is a full service provided which includes: - regular exhibitions, accessible collections, an enquiry service, a free education service for local schools and regular family and evening events. The Centre has between 3,500 and 4,000 users per year.

The Armadillo provides a place for young people to go and is open after school, in the evening and at weekends all year round and could be used by up to 200 young people per open session. The venue consists of a café, space for entertainment, live music and a cinema. It has its own semi-commercial ethos where young people are treated as customers and not clients and offered business opportunities.

The Pop Inn Café is a facility for older people (aged 50+) providing refreshments, information and other services appropriate to premises and user groups, to promote their welfare and social well-being as part of the Yate Town Council Community network. The café encourages older people to work as volunteers in their community.

Responsibility for fundraising.

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## **5. SUPERVISION AND WORK PLANNING**

The post holder will report to the Town Clerk and work closely with the wider management team to deliver work priorities. On a day to day basis they will work autonomously with general direction provided by the Town Clerk and Council Management Committees.

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## **6. PROBLEMS AND DECISIONS**

The post holder is expected to use initiative to deal with problems and issues that arise on a daily basis, only referring more complex problems to the Town Clerk or Deputy Town Clerk. Specific problems could be:

- Ensuring the Armadillo is operating as an effective business venture & community facility, offering a varied programme of activities and events and decisions on how to market the facilities to schools, young people and the general public. The facility needs to be profitable or cost neutral where possible or could impact on the sustainability of the Youth Cafe.
  - Decisions on how best to seek fundraising such as through grant funds.
  - Problems and decisions relating to risk assessments, adherence to Health & Safety standards, legislative requirements and safeguarding procedures.
  - Resolving project and contract issues that may arise.
  - Whilst the Armadillo and Heritage Centre have Officers, the Community Projects Manager oversees these functions, so any complex or emergency issues that arise, particularly in the absence of the lead managers, will be referred and dealt with by the Community Projects Manager.
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## **7. CONTACTS**

Regular one to one meetings with Heritage Officer, Youth Officer and Venue Operations Officer.

Town Clerk, Town Council management team and admin team.

Occasional liaison with the Armadillo Management Committee, the Heritage Centre Management Committee and Pop Inn Café Management Committee. Volunteers, management committee, Town Council Members, voluntary organisation/community groups/friends groups, schools and businesses.

Contractors/suppliers, staff from partner organisations, general public.

Age Concern, Youth liaison groups.

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## **8. KNOWLEDGE, EXPERIENCE AND TRAINING**

### Essential

- NVQ level 4 in relevant subject i.e. Community Development/Business Administration, or equivalent level qualification or equivalent level experience.
- Significant post qualification experience of working in a business or project related role within a community setting.
- Experience in managing projects, and demonstrable project management skills. Excellent organisation and prioritisation skills, experience of significant forward planning.
- Experience of managing budgets: working knowledge of budget management, generating income, meeting targets and ensuring accurate monitoring of turnover and profit and loss.
- Experience in fundraising and securing additional funding through sponsorship, grant-sourcing, and negotiation of best terms.
- Knowledge of recent legislation, regulations, codes of practice, processes and procedures relevant to business management including Health & Safety & safeguarding.
- Experience of staff supervision: e.g. performance reviews, sickness absence management, disciplinaries, recruitment.
- Experience of delivering and monitoring a good standard of customer service, including dealing with young people as customers.
- Computer literacy and numeracy skills, required to prepare and write reports and manage spreadsheets.
- Excellent interpersonal and communication skills and ability to negotiate and influence and work with a wide range of stakeholders including community groups, management committees, young people and the general public.

### Desirable

- Relevant degree i.e. in Community Development/Business Administration, or equivalent level qualification
  - Experience in running and/or managing a venue or site e.g. retail food outlet, cinema complex and marketing.
  - Project management qualification.
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### **9. PHYSICAL EFFORT AND/OR STRAIN**

The post holder may be required to lift and move furniture and equipment.

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### **10. WORKING ENVIRONMENT**

Office environment. Ability to work between sites.

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### **11. EQUIPMENT**

The post holder will oversee equipment to be kept within working order, which includes normal office equipment.

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### **12. GENERAL**

This job description only contains the principal accountabilities relating to this post and does not describe in detail all the tasks required to carry them out.

Duties may vary from time to time without changing the character of the post or the level of responsibility.

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### **13. SPECIAL NOTES OR CONDITIONS**

The postholder will be based at Poole Court, however they may be required to work at other settings they are responsible for and attend meetings at other locations.

Evening meeting attendance and occasional weekend/Bank Holiday working for events.

The post holder will be required to undergo training.

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# **YATE TOWN COUNCIL**

## EMPLOYEE SPECIFICATION

### JOB TITLE: COMMUNITY PROJECTS MANAGER

ASSESSMENT CRITERIA	ESSENTIAL	DESIRABLE
Qualifications	<p>NVQ level 4 in relevant subject i.e. Community Development/ Business Administration, or equivalent level qualification or equivalent level experience.</p>	<p>Relevant degree i.e. in Community Development/Business Administration, or equivalent level qualification</p> <p>Project management qualification.</p>
Work related experience and Associated Vocational Training	<p>Significant post qualification experience of working in a business or project related role within a community setting.</p> <p>Experience in managing projects, and demonstrable project management skills.</p> <p>Excellent organisation and prioritisation skills, experience of significant forward planning.</p>	<p>Experience in running and/or managing a venue or site e.g. retail food outlet, cinema complex and marketing.</p>
Other Relevant Experience	<p>Experience of managing budgets: working knowledge of budget management, generating income, meeting targets and ensuring accurate monitoring of turnover and profit and loss.</p> <p>Experience in fundraising and securing additional funding through sponsorship, grant-sourcing, and negotiation of best terms.</p>	
Specialist Knowledge	<p>Knowledge of recent legislation, regulations, codes of practice, processes and procedures relevant to business management including Health &amp; Safety &amp;</p>	

	safeguarding.	
Job Related Skills	<p>Computer literacy and numeracy skills, required to prepare and write reports and manage spreadsheets.</p> <p>Experience of staff supervision: e.g. performance reviews, sickness absence management, disciplinaries, recruitment.</p>	
Personal Skills	<p>Excellent interpersonal and communication skills and ability to negotiate and influence and work with a wide range of stakeholders including community groups, management committees, young people and the general public.</p>	
Special Working Conditions	<p>Occasional out of hours working to attend evening meetings or support events.</p>	

Evaluation Date: October 2016  
Effective Date: February 2017  
Reference: CPM