

Centre Manager Nancy Oldfield Trust

We are seeking a motivated and experienced manager to lead this exciting charitable Trust that provides opportunities for disabled or disadvantaged people to have access to water activities on the Norfolk Broads. The successful candidate will be responsible for working on behalf of the Board of Trustees to ensure the Trust's short, medium and long term plans are developed and delivered effectively, efficiently and in accordance with the aims and objectives of the charity.

The Trust maintains a fleet of motor boats, sailing boats, canoes and other water craft which are adapted to enable anyone who wishes to access the beauty of the Norfolk Broads. Visitors are supported by a staff team and around 90 volunteers who help to make the visits safe and accessible.

While it is essential that you have an understanding of the work that we do, it is not essential that you are a qualified watersports instructor. You will be supported by a strong team of staff and volunteers. Your key role will be to maintain the strategic direction of the Trust; lead the fund raising work that we do; lead the staff and volunteer team maintaining the strong team ethos; build partnerships with other organisations for collaborative working and ensure that the Trust maintains a high profile in the community.

If this sounds like you, then we would like to hear from you.

Please visit <https://www.nancyoldfield.org.uk> for more details on the organisation.

Job Title: Centre Manager

Reports to: Board of Trustees

Main duties and responsibilities

Strategic planning

- To take responsibility for Nancy Oldfield Trust on behalf of the Board of Trustees.
- To develop, maintain and implement an effective strategic plan (short/medium/long term) for the charity that is agreed with trustees, and which maintains the charity's core mission and leads to a strong future position.

Finance and fundraising

- Lead on fundraising to ensure success of the Trust and to ensure that all grants are effectively managed and provide reports as required by funders
- To ensure the financial efficiency and viability of the Nancy Oldfield Trust.
- To ensure that there are effective systems in operation to manage the day-to-day finances and ensure that accurate financial records of income and expenditure are maintained together with suitable budget forecasting and analysis.
- To ensure money and financial transactions are managed effectively.

- To ensure that reporting and delivery requirements for funders are met.

Staff and volunteer management

- Provide leadership, direction and management to the staff.
- Perform ongoing staffing support, to include appraisals and personal development plans.
- Support and make use of the large network of volunteers.

External Relationships

- To promote the charity with partners and other outside bodies to build successful relationships that are to the benefit of the project.

Visitor recruitment and delivery of effective programme for visitors

- Ensure good relationships with existing visitors
- Increase the number of visitors to the Trust by working with partners and publicising the work of the Trust
- To ensure the delivery of positive outcomes for visitors and to gather such information as will evidence this to the Board and to external partners and funders.

Effective governance of charity

- Ensure all the Trust's policies and procedures are maintained up to date
- Ensure that any legislative/statutory changes made which impact the Trust are reflected in policies and procedures.
- Ensure filing systems and records are maintained.
- Ensure the Trust is compliant with all relevant laws and regulations, to include Charities Act, Health and Safety Acts, Companies Act and specific boating/ hiring regulations.

Working with and reporting to Trustees

- Liaise with the Chair of Trustees and ensure that Trust Board meetings are scheduled and that high quality agendas and meeting notes are produced, with meeting actions tracked and followed up as appropriate.
- Prepare bi-monthly reports for Trustees, to include administrative matters and financial information.
- Attend board meetings.
- Work with the Trustees to implement the Charity's aims and objectives as set out by the Trustees.

Centre Management

- To provide strong and effective leadership and day to day management of the charity so that staff, visitors, volunteers and any others can work safely and to best effect in developing the success of the Nancy Oldfield Trust.

- Work with staff to ensure the organisation has the staff, equipment and materials needed to enable meet the needs of visitors
- To ensure issues with buildings and equipment are identified and maintenance is planned and carried out as required.
- To ensure the sites and equipment are secure.
- Ensure events held by the Trust are well organised and effective.
- Work with the administrative support staff to ensure an effective booking system is maintained .
- During busy times help welcome visitors
- Be the principal of this RYA recognised teaching centre
- To ensure the safety and security of all those using Nancy Oldfield sites or equipment by ensuring that health and safety policies and safeguarding procedures are in place and are followed.
- To ensure there is a file of current operating procedures and risk assessments that are reviewed regularly.
- To ensure at all times, policy and best practice in the area of data security.
- To actively promote equal opportunities and diversity to ensure that no individual is discriminated against.
- To promote efficient use of resources with particular emphasis on reducing the detrimental effects of such resource use on the environment.

Key Skills and experience:

- Experience of managing staff and providing a leadership role.
- Proactive, organised and positive approach to work, taking responsibility for getting things done with other people.
- Experience of marketing initiatives, including use of social media.
- Excellent written and verbal communication skills.
- Customer orientated and able to give the highest quality service to our customers, volunteers and visitors.
- Ability to work independently and as part of a team.
- Passion for charitable causes.
- Strong organisational and time management skills.
- Experience of dealing with financial information, such as payroll and accounts.
- Knowledge of the Norfolk Broads and boating
- Knowledge of grant funding is desirable, but not essential.
- Knowledge of the RYA training schemes and systems is desirable, but not essential.
- Be creative enough to propose new revenue streams and ensure the Trust remains relevant in an ever changing world.

Please apply with a letter of application and CV including two referees to our chair of trustees: chair@nancyoldfield.org.uk

Should you wish to speak to our chair please email with your phone number.

Section 2

General Information

- The job description details the main requirements of the job and will be updated if these change.
- All work performed/duties undertaken must be carried out in accordance with relevant policies and procedures, within legislation, and with regard to the needs of our visitors.
- All staff and volunteers are expected to understand what is meant by safeguarding vulnerable groups (children, young people and adults) and how to raise concerns.
- The postholder will be expected to be flexible in their duties and carry out any other duties commensurate with the grade and falling within the general scope of the job.

Hours: 9.00-5.00 for 5 days a week. This is usually Monday to Friday but could include some weekend and evening work for which time of in lieu can be taken.

Salary: £30,000 to £40,000 depending on experience.

Duration: Permanent

Location: Nancy Oldfield Trust, Irstead Road, Neatishead, Norfolk NR12 8BJ.

Annual leave entitlement

This post is offered with 25 paid day's annual leave. This entitlement must be taken in agreement with the Board of Trustees.

Pension

Nancy Oldfield Trust currently operates a pension scheme with NEST and details will be provided by payroll.

Notice

The post will be subject to three months notice on either side.

Immigration, Asylum and Nationality Act 2006

Before you can start working a check will need to be carried out to ensure you are eligible to work legally in the UK. This check will be undertaken in accordance with the Immigration, Asylum and Nationality Act 2006. You must supply proof of your entitlement to work in the UK by producing relevant documents and you will be asked to bring these to your interview if you are shortlisted.

Disclosure and Barring Service (DBS) checks

Appointments to this post will be subject to an enhanced DBS check.

Employment can commence once the check has been satisfactorily completed. If a candidate has a conviction on their DBS check, an assessment of the relevance and impact of the conviction in relation to the post will be done to determine if the job offer can be confirmed.

Travel

If you or other staff need to travel as part of your duties, it is expected that where possible the centre's vehicle will be used but where this is not possible, you are responsible for your own travel arrangements. Any mileage undertaken on behalf of Nancy Oldfield Trust will be paid at £0.45 a mile. If you use your own vehicle for the purposes of work you must ensure that your insurance policy covers you for this purpose (and carrying passengers, if applicable).

Probationary period

All new employees will be required to complete a six month probationary period.

Equal opportunities

The Nancy Oldfield Trust seeks to ensure that all employees are selected, trained and promoted on the basis of ability, the requirements of the post and other similar and objective criteria. The gender identity, disability, marital status, ethnic origin, age, pregnancy status, religion or belief, or sexual orientation of an applicant or employee does not affect the employment opportunities made available, except as permitted by legislation. In addition, applicants declaring a disability who meet the minimum (essential) criteria for a vacancy will be invited for interview.

Data protection

The Nancy Oldfield Trust is required by law to comply with the Data Protection Act 1998. Employees have an important role to play in ensuring that personal information is processed lawfully and fairly. Personal information is information relating to a living individual who can be identified. It is each individual employee's responsibility to handle all personal information properly no matter how it is collected, recorded and used, whether on paper, in a computer, or on other material. Personal information must not be disclosed to others unless authorised to do so. Every employee should familiarise themselves with Nancy Oldfield Trust's Data Protection Policy.

Confidentiality policy

Nancy Oldfield Trust operates a Confidentiality Policy and Code of Conduct. Employees have an obligation to respect the confidentiality of information acquired in the course of their work and must not disclose information about employees, visitors, volunteers or trustees.