

# Community Hub Manager



Working better together  
for our residents

## > Operations > Places and Estates

### What's it all about

Notting Hill Genesis (NHG) is one of London's leading housing associations and is on an exciting journey to create better places and communities where people can thrive for the long term. Our residents have told us that a sense of community plays a crucial role in their overall experience. They need a place they can call home and a community they can feel a part of and engage with.

As the Community Hub Manager, you will report to the Communities and Social Value Manager and will play a key role in helping shape and deliver change and opportunities for NHG's communities and residents.

### How you'll make a difference

You will co-ordinate the activities of the Bolney Meadow Community Hub to ensure the projects delivered meet the key priorities of our Better Together Corporate Strategy with a particular focus on our Customer Strategy.

Provide excellent management to the centre leveraging it to build and support the community and deliver general amenity and multi-use space while providing exceptional standards of efficiency and value for money.

You will support the Communities and Social Value team to deliver programmes to improve community cohesion and engagement and maximise social value outputs on the Bolney Meadow estate.

Develop and maintain effective collaborative relationships with a range of key stakeholders and strategic partners delivering programmes (to include Community Development Trusts, Social Enterprises, Community interest Companies, the local authority, other registered providers and other community organisations/local stakeholders).

Ensure a co-ordinated and cohesive approach to delivery between NHG staff, third party partners,

external stakeholders and customers to achieve programme objectives and outputs, value for money for NHG and a great experience for residents.

### How you'll do it

Delivering a community engagement strategy at Bolney Meadow, you'll be responsible for ensuring the smooth running of day-to-day activities and effective professional management of all key stakeholders and residents involved with the centre.

Ensuring monitoring, evaluation and reporting of services and outputs, managing bookings for partner organisations, ensuring compliance with Health and Safety and Data Protection requirements, managing and coordinating partners to ensure good financial and facilities management is maintained at all times.

Coordination and servicing of key internal governance and partnership structures to ensure effective outcomes and accountability that support the delivery of community and socio-economic development at the centre.

To manage facilities related tasks, ensuring fantastic customer service to residents, staff, the community and hirers alike.

Balance maximising income opportunities of community assets, while continuing to prioritise use that delivers social value and community benefit encouraging financial sustainability.

To prioritise health and safety and always ensure compliance with legislation and best practice, Identifying and managing risk effectively.

Manage the budget for the centre as delegated by the Head of Communities and Commercial Properties, ensuring that costs are controlled providing value for money at all time.

In conjunction with the SEI Programme Lead, undertake programme monitoring for the Community centre to ensure programmes are being delivered to a high standard, on time and to budget, and deliver their anticipated benefits.

Support ongoing resident consultation, feedback, and customer satisfaction, including associated data collection on service users and the services they are accessing.

Where relevant, support local residents, community groups and local delivery partners who wish to apply for NHG or external grant programmes/funding streams.

Work closely with the wider Places and Estates team; in particular the Estate Operations Manager to ensure that residents and community stakeholder views are represented in shaping and continuously improving the programme and related services, including adopting a data-driven approach.

Directing and planning essential services such as security, maintenance management etc.

Managing contracts related to the servicing and maintenance of the centre. Holding contractors to account over poor or slow service.

H&S – undertaking independent office inspections, ensuring safe working environment, maintaining statutory documentation, to carry out appropriate roles within fire evacuation strategy.

Project management and supervising of work through contractors. Identifying and managing risks that are likely to affect delivery. Ensuring projects are delivered to the quality required within cost and time.

## General

Ensure you follow the financial regulations, policies and procedures at NHG.

Ensure that you follow relevant Health and Safety policies and related procedures, keeping up to date with changes and taking action to maintain personal health and safety and that of others.

Ensure that you undertake any corporate responsibilities as required, including leading investigations and hearings in formal processes across the business.

Ensure any directly delivered services and commissioned services comply and adhere to safeguarding and GDPR policy and legislation.

Ensure compliance through a comprehensive understanding and adherence to relevant statutory and regulatory requirements, including understanding of the Consumer Standards, financial regulations, and Health and Safety compliance within NHG's policies and procedures

## All about you

### Behaviours for success

Our values set out what we stand for. You'll need to show us how you match them and how you'll behave to ensure those are visible when carrying out your work.

- Compassionate
- Progressive
- Dependable
- Inclusive
- Empowered

For each value, we've created example behaviours to help you understand our expectations in more detail. This role is at **staff** level.

### Essential knowledge, experience and skills including qualifications and professional membership.

Effective IT skills including intermediate MS Office skills.

Experience in delivering excellent service delivery against key performance indicators.

Experience of delivering programmes of activity to meet community needs.

Experience of budget and financial management including processing of invoices.

Experience of Facilities Management, Health and Safety and GDPR requirements.