

ETNA Community Centre – Office Manager Job Description

Reports to: Centre Director (CD)

Role: To manage the daily running of ETNA Community Centre, ensuring smooth operations, excellent customer service and a safe, welcoming environment.

The Office Manager manages client bookings and communications, events, internal marketing, while ensuring all health, safety and GDPR policies are followed.

Client Management and Bookings

- Follow up on new enquiries by email or phone
- Organise and conduct Centre tours for new clients
- Negotiate booking rates with CD approval
- Ensure Skedda (live Centre diary) and Capsule CRM is always accurate and up to date
- Manage all party and event hire bookings (emails, Capsule and Skedda) with clients
- Manage staffing and logistics of bookings to ensure the smooth running of ad-hoc bookings & events
- Manage relationships with charity partners and the nursery based at ETNA
- Work alongside Finance Coordinator to ensure invoices are sent and paid – highlight to CD if any outstanding debtors
- Work closely with CD on financial and space management

Daily

- Manage the Centre in the absence of the CD and provide a full update on any issues
- Clear communication handover to ensure CD/FC/FDC are up to date on days off/holidays
- Oversee the Facilities Coordinator (FC) and Cleaner, assigning daily tasks and extra work as needed
- Check kitchen, bathroom facilities, and meeting rooms twice a day (plus community kitchen after events)
- Ensure all areas meet Health & Safety and hygiene standards
- Maintain an effective filing system (digital)
- Answer phones and emails politely and efficiently
- Ensure data protection is always followed and report any breaches immediately to the CD
- Manage Contractor signing in book – ensuring all external contractors sign in
- Manage daily welcome signs and prepare refreshment trolleys for group bookings when needed
- Report any issues or repairs with FC to the Council Facilities Management (FM) help desk and follow up until resolved
- Notify CD of any non-compliance or safety issues in the Centre

Health and Safety

- Ensure daily checklists are completed by FC
- Check all areas for potential risks daily
- Ensure Health & Safety and Safeguarding policies are followed at all times
- Check first aid kits monthly (with FC)
- Check fire extinguishers with FC

- Ensure weekly fire equipment tests are carried out by FC
- Schedule and oversee fire drills every six months

Marketing and Communications

- Advise clients about ETNA's marketing support options
- Work with CD/FMC to promote ETNA in the local community and with businesses
- Support CD in organising and running events (may include out-of-hours work)
- Keep internal and external noticeboards up to date
- Manage signage for events and groups

Training and Development

- Support staff development and ensure all have the right training for their roles
- Research and book training courses for self and team
- Review staff performance regularly and give feedback to CD
- Support induction and ongoing training for new staff
- Complete First Aid at Work training and refresh every 3 years
- Safeguarding training required and to be updated when necessary

Your Role Includes

- Managing existing client bookings and new enquiries
- Organising viewings for party/event hire
- Managing team workflow for smooth Centre operations
- Working with the FMC to ensure invoices and payments are correct
- Overseeing Skedda and Capsule
- Ensuring effective communication with clients and colleagues
- Reviewing systems to ensure best practice
- Reporting incidents to the CD and trustees where needed
- Supporting policy implementation and updates
- Running or assisting with Centre events

Periodic

- Help implement and monitor the Environmental Policy
- Review and update Centre policies with CD and FC
- Support CD in preparing reports for trustees and meetings, where relevant