

HEALTH FOR ALL (LEEDS) LTD
TENANTS HALL CENTRE MANAGER

Job Description

SALARY:	£13,500 Actual per annum (Full time equivalent £27,000)
HOURS:	17.5 hours per week
OFFICE BASE:	Tenants Hall Enterprise Centre, Middleton
RESPONSIBLE TO:	Chief Executive Officer & Board of Trustees, Health for All (Leeds)
RESPONSIBLE FOR:	Receptionists, Caretakers & Tenants Hall Centre & Facilities Administrator
REPORTS TO:	Chief Executive Officer

MAIN PURPOSE OF POST

- To have specific overall responsibility for Health for All's Head Office at Tenants Hall Enterprise Centre, ensuring the centre is utilised fully by carrying out effective promotion & marketing of the centre.
- To ensure the effective day to day running of the Centre for the benefit of trustees, staff, tenants and all others users of the building.
- To develop an ongoing plan along with the Finance & Business Planning Manager to ensure sustainability for the centre's future.
- To line manage the Centre's receptionists, caretakers and Tenants Hall Centre & Facilities Administrator.
- To operate in line with Health for All values showing commitment and a positive attitude to the post and Health for All objectives.

Duties

- To promote and market Tenants Hall Enterprise Centre to ensure financial viability
- To ensure all office space at Tenants Hall is adequately occupied and appropriate rates charged.

- To ensure a high standard of customer service is delivered at the centre, interacting with and maintaining excellent working relationships with all services across Health for All.
- To develop good relationships with community groups using the Centre, ensuring the space is accessible and welcoming and signposting to any support they may need eg small grants
- To deal with any compliments and complaints in a professional manner and take appropriate action.
- To meet and greet new and potential users of the centre and show them around the building and the facilities.
- To provide effective line management to both the centre receptionists, caretakers and centre administrator.
- To manage and support reception cover for the centre and to ensure sufficient cover during the centre's opening hours.
- To have overall responsibility for room bookings in the centre, working with the receptionists to ensure room bookings are effectively booked and managed, arrange and set up rooms, refreshments and lunches as and when required.
- To be the budget holder for the centre, including monitoring monthly income and expenditure and authorising spend and responsibility for the centre's petty cash
- To attend facilities' meetings and ensure the facility is keeping within budget, by monitoring management accounts for the centre and help to reduce overheads.
- To assist in the organisation of the annual AGM and other HFA events as and when required.
- To oversee the general maintenance of the building and ensure it is kept to a high standard, ensuring any maintenance issues are dealt with efficiently.
- To work with the centre administrator to ensure the facilities' contracts for the centre are kept up to date and best value for money sourced.
- To work with and support the Tenants Hall centre & Facilities administrator with regards to ensuring Health and Safety duties are carried out effectively.
- To ensure all HFA notices and legal notices are displayed as appropriate.

- To ensure caretakers have adequate equipment and training in order to carry out their job effectively.
- To be responsible for security swipe cards for use at Tenants Hall Enterprise Centre, ensuring access is set at the required level.
- To be responsible for updating photocopiers at Tenants Hall with new codes for projects and updating scanning facilities.
- To ensure the HFA Website is up to date and accurate with regards to Tenants Hall and update accordingly.
- To attend regular supervision, meetings and training, maintaining own professional practice as advised by the line manager.
- To ensure the centre is Covid-19 safe, ensuring all safety measures and risk assessments are put in place.
- To be a key holder of the centre and act as an out of office emergency contact.
- To undertake any further tasks required to further the aims and objectives of Health for All.
- To carry out the duties of the post with regard to Health for All's Safeguarding Children's policy, Safeguarding Vulnerable Adults Policy, Data Protection Policy, Equal Opportunities and all other HFA policies.