

**JOB DESCRIPTION**

**Duty Manager**

**Reporting to:** Centre Director

**Working Hours:** 9.30am - 2.30pm Monday - Friday
 (possible flexible working)

**Place of Work:** Albert Road, North Woolwich,

 London E16 2JB

**Salary:** £13 - £15/hour depending on experience

**BACKGROUND**

RDLAC is a well-established, multi-purpose, voluntary sector organisation, which is firmly rooted in the local community. Our Centre is home to many intercultural and inter-generational groups.

We promote diversity by bringing together people from different ethnic and cultural backgrounds. We also support those who endeavour to make the Royal Docks area a stronger, healthier and happier place to live for all with a focus on the environment and improving biodiversity.

**VISION**

## RDLAC’S VISION IS TO BE AT THE HEART OF A VIBRANT & DIVERSE ROYAL DOCKS COMMUNITY, THAT IS ENGAGED WITH LOCAL ISSUES, CULTURE AND LEARNING, LEADING TO THE BEST QUALITY OF LIFE

**PURPOSE**

## Ensure ongoing provision of high-quality activities and services to all of the community

## Strengthen and develop career skills and opportunities for our local community

## Recognise and address arising issues that affect our local community

## Collaborate with other support organisations to enhance community cohesion

**VALUES**

## **Enabling** We encourage people to \*go for it\*

## **Inclusive**We treat everyone with dignity & respect

## **Creative**We welcome new & innovative ideas

## **Together**We are stronger in partnership

**Primary Purpose of Job**

* To manage and support staff, volunteers and tutors at RDLAC.
* To ensure development of a realistic work programme for the centre and support staff to develop work plans for centre projects.
* To assist financial planning and management of annual and project budgets.
* To develop an effective fundraising strategy to ensure long term financial viability.
* To ensure that RDLAC is effectively promoted to funding bodies, policy makers, statutory and voluntary sector organisations.
* To be responsible for supporting the overall management of the Centre including the development of strategy, monitoring and evaluation of progress.

**Equal Opportunities**

The Centre has a strong commitment to achieving equality of opportunities in both the service it provides to the community and the employment of people and expects all employees to understand and promote its policies in their work.

**Customer Care**

The Centre recognizes the trust placed in the organisation by the users of the Centre. Accordingly, we expect the highest standards of care, professionalism and attention to detail from our staff at all times.

**Main Duties & Responsibilities**

**Staff & Operational Management**

* To manage staff and volunteers employed by the organisation, having due regard to the need for their continuing professional development.
* To assist staff in developing work plans and evaluation against agreed targets.
* To facilitate communication and effective team working by supporting regular staff meetings.
* To regularly support review of policies, priorities and the work of the organisation to ensure that it remains responsive to the emerging and unmet needs of the member groups.

**Financial management & Fundraising**

* To ensure that proper systems are maintained for keeping the financial records and support the finance officer to deliver quarterly, 6 monthly and annual financial reports.
* To support fundraising for all current and future activities.
* To maintain contact with current funders and identify new sources of funds for the organisation.
* To support the Centre Director & Finance Officer to produce financial forecasts and budgets for the organisation and produce regular reports to the Board of Trustees.
* To ensure adequate financial systems are followed and financial records, including petty cash, cash book, ledgers, and records of all invoices and receipts are kept in line with Centre policies.
* To ensure that all outputs of the annual work plan are delivered and reported to funders in accordance with the terms and conditions of funding.

**Policy & Networking**

* To work collaboratively with local businesses, local agencies and individuals to enhance the opportunities for influencing change and improved local services.
* To keep abreast of policy changes and development in the voluntary sector and London Borough of Newham and to monitor their impact on local communities.
* To represent the needs and opinions of the local people externally to bring more resources to local community.
* To develop and maintain relations with key policy makers within central government, local authority, statutory and voluntary sector.

**Other Duties**

* To undertake such other duties as may be necessary to further the work of RDLAC
* To represent, produce, or ensure production of reports, fact sheets, leaflets, and other material aimed at improving the participation and contribution of members in regeneration and policy issues.

**PERSON SPECIFICATION**

**EDUCATION**

* A sound training with experience or qualification in Community Work

**EXPERIENCE**

* Minimum 5 years of proven experience of successful fundraising.
* Experience of working in multi-cultural/ethnic setting.
* Experience of partnership building with similar and supporting organisations
* Experience in managing budgets.
* Experience of consulting with different stake holders and successfully presenting their views.
* Proven experience of managing staff and or volunteer teams.

**KNOWLEDGE**

* Knowledge of the issues faced by local BAME (ethnic minority) Communities.
* Knowledge of a wide and diversified range of funding sources from public, private and voluntary sector sources.
* Knowledge of the needs and challenges facing small to medium size voluntary and community sector organisations.
* Knowledge of the management, legal and charitable requirements of the voluntary sector organisations.
* Good knowledge of workplace Health & Safety and HR.

**SKILLS & ABILITIES**

* Time management skills – Including ability to manage a diverse and busy workload including prioritising and meeting deadlines.
* Ability to work under pressure and respond to the changing needs.
* Ability to negotiate with a wide range of individuals and organizations.
* Excellent written and verbal communication skills.

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* Computer skills e.g. to operate database (UPSHOT), excel, PowerPoint to produce and present reports to internal and external bodies.
* Ability to initiate new activities in line with emerging needs, whilst supporting the current programme of activities.
* Flexible approach to working hours and willingness to work unsociable hours, when necessary.

**COMMITMENT**

* To implement Equal Opportunities in all aspects of work.
* To support service user’s involvement and inclusive practices
* To undertake training to be effective in project’s service delivery.