SOHO RECOVERY CENTRE (SRC)

The Soho Recovery Centre is a dedicated space in the heart of London for 12-Step recovery meetings to take place located at 123 Charing Cross Road, WC2H 0EW

<https://sohorecoverycentre.org/>

JOB DESCRIPTION - VENUE MANAGER 09.05.21

Salary: £15,000 per year for 20 hours a week

Reports To

The SRC Venue Manager will report to The Management Committee and a designated member of the Board of Trustees.

In relation to personnel matters and terms and conditions of employment the Manager will refer to the designated member of the Board of Trustees.

Job Overview

To manage the Soho Recovery Centre Venue located at 123 Charing Cross Road, WC2H 0EW on behalf of the Trustees, under the direction of the Management Committee an designated member of the Board of Trustees, to ensure that all allocated resources are used in a cost-effective way to deliver high quality services to the organisers and attendees of 12 step meetings (Users) while complying with current Health & Safety legislation and that the Venue is maintained in good condition.

Responsibilities and Duties

* In conjunction with the relevant members of the Management Committee and Trustees, assist with annual budget and quarterly management accounts to ensure that all Soho Recovery Centre income and expenditure is accurately recorded, monitored, and reported
* Ensure that effective administrative functions are implemented to assist with room booking, invoicing of Users and bank payments
* Provide management and support to ensure an effective orientation and induction process is in place for the facilities available to Users
* Implement and develop management policies and procedures in conjunction with the Management Committee for approval by the Trustees, and subsequently review, monitor, and develop policies as required for approval by the Trustees.
* Receive and deal with routine correspondence and documents on behalf of the Management Committee and Trustees
* Provide a point of contact for volunteers who support the Venue and assist with the management of their activities in conjunction with the Management Committee and Trustees
* Ensure that effective administrative functions are developed and implemented to maintain the Venue in good condition and to provide timely access to the Venue when required
* Attend Management Committee and Trustee meetings and prepare, in consultation with

appropriate members, agendas for the meetings and produce accurate minutes for approval by the Chairman

* Attend Management Committee and Trustee meetings to give and receive feedback on

management issues

* Manage approved contractors to ensure that agreed Venue administrative and plant/equipment inspection/maintenance functions are carried out efficiently

and cost effectively for the benefit of all Users of the Venue

Management of Building - (In conjunction with the Management Committee and Trustees)

* Ensure implementation of all statutory health and safety requirements
* Ensure health and safety regulations are regularly monitored for compliance and develop and implement revised policies as and when required
* Undertake periodical risk assessments to identify potential risks and measures needed to minimise such risks
* Develop, implement, and monitor policies and procedures for routine inspection/maintenance of plant, security systems, fire safety equipment, mechanical and electrical equipment within the building. Ensure that maintenance schedules are developed and implemented
* Overall responsibility for the security of the building and for establishing administrative

arrangements for locking/unlocking the building. Develop and implement procedures for

monitoring and responding to emergency alarms

* Effect minor internal or exterior repairs (e.g., broken windows) and maintenance within

delegated budget

* Overall responsibility for ensuring that all rooms and public areas are kept clean and serviced and for establishing waste management/disposal procedures
* Maximise use of allocated resources to ensure the provision of high quality, effective, efficient, and economic services

Customer Service

* Develop first class customer service. Meet and greet new and potential Users and deliver induction training where necessary. Carry out regular customer surveys
* Deal with day-to-day complaints from the Users and take action to develop and implement improvements as required
* Make recommendations to the Management Committee and Trustees about new or replacement equipment to improve services to Users

Marketing & Publicity

* Work in conjunction with the Management Committee and Trustees to develop and implement agreed strategies to communicate the work of the Soho Recovery Centre
* Where appropriate, update and maintain Soho Recovery Centre website
* Carry out research and customer satisfaction surveys as appropriate
* Prepare, in consultation with the Management Committee and Trustees, written communications and about the Soho Recovery Centre activities and arrange their dispatch
* Develop and promote activities and events to maximise use of the Soho Recovery Centre’s accommodation and facilities

Qualifications & Person Specifications

* Experience in:

• Financial management

• Managing services or buildings, personnel, and contractors

• Health & Safety including risk assessment and maintenance management

• Development and marketing of services

* Skills & abilities:

• Excellent communication skills both written and verbal

• Customer services skills

• Confident and able to work on own initiative

• Accurate financial recording (training will be given if required)

• Able to prioritise work and demands

• Understanding of and ability to assist with the production of financial budgets

• Able to work flexible hours – prioritizing needs of Soho Recovery Centre Venue management

• Computer literacy

* Other

• A commitment to support voluntary run initiatives and the ability to work occasional evenings and weekends and attend the Venue at short notice.

• We are firmly committed to tackling discrimination and promoting equality of opportunity and good community relations