



Mountsorrel Memorial Centre

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| Job Title: | Manager | Job Category: | MMC Management |
| Department/Group: | MMC Main Building | Job Code/ Req#: | |
| Location: | Mountsorrel | Travel Required: | Ad hoc Travel May Be Required |
| Level/Salary Range: | Circa £34, 728 | Position Type: | Full Time |
| Line Manager: HR Contact: | The Board of the MMC Interim the Parish Manager | Date Posted: | 8.6.21 |
| Responsible For: | All staff employed at the Memorial Centre, Budgets, Systems, and premises | Posting Expires: | 28.6.21 |
| External Posting URL: | | | |
| Internal Posting URL: | | | |
| Applications Accepted By: | | | |
| EMAIL: clerk@mountsorrelparishcouncil.co.uk | | MAIL: The Parish Office, 2a Little Lane Mountsorrel, Loughborough Leicestershire LE12 7BH | |
| Job Description | | | |
| <p>ROLE AND RESPONSIBILITIES</p> <p>The MMC is a Modern Community and Arts Centre with Live Entertainment and Conferencing Facilities. We are a friendly and enthusiastic team, with a real passion for providing outstanding levels of customer service. This is the key role leading that team and the business and you should have:</p> <ul style="list-style-type: none"> • A strong customer focus • Excellent commercial acumen and community awareness • The capacity to work well under pressure and to perform calmly in a fast-paced environment • Excellent communication skills • Great leadership and people management • Financial understanding • Weekend availability | | | |



Your responsibilities and duties will include;

GENERAL

Promoting a strong customer care culture and developing relationships within the community.

Managing the venue both efficiently and effectively ensuring that bookings are commercially maximised.

Ensuring that community use of the venue is balanced against commercial events and activities.

Undertaking annual and medium-term business planning and development of the Centre, including preparing a budget for consideration by the Board each year.

Ensuring the health and safety of staff, customers, and the building.

SPECIFIC

Strategy & Business Direction

Setting out a yearly strategy/business plan with stage-gate monitoring for the MMC. This strategy should include and evaluate potential new business opportunities as well as maximising repeat business. Leading the effective running of the Centre so that it meets its obligations with regard to effective risk management and internal controls.

Systems and Procedures

Overall responsibility for all forward planning, systems and procedures.

Ensuring all systems are maintained to best practice standards and that statutory requirements are discharged, including that risk assessments are undertaken and up to date.

Conforming to all Health & Safety procedures including any new legislation.

Acting as the Designated Premises Supervisor.

Ensuring there is a licensee, for the sale of alcohol (which may be the Manager).

Planning for business continuity.

Finance

Overall responsibility for all financial matters.

Working with other staff to ensure systems and procedures are in place to monitor income and expenditure, including regular budget monitoring and reporting. Producing/updating yearly business plans, with income and expenditure forecasts based on room hire/venue budgets, including reviewing and recommending venue hire and other associated fees, along with ways to maximise the events diary and assisting in expanding the commercial viability of the venue. This will also include seeking sponsorship and partnership opportunities.



To appropriately review venue systems for suitability and potential up-grading, and ensure effective risk management and internal controls are in place, including cash handling and venue safety.

Ensuring events Profit & Loss are recorded.

Managing contractors and monitoring the delivery of contracts.

Ensuring the retail units are effectively let.

Liaising with tenants of retail units and appropriately addressing any issues that arise.

Responsible for operation and management for the Centre's bar(s) and café.

Staff Management

The post holder is the line manager for all permanent and casual staff employed at the Memorial Centre. Responsible for maintaining a well motivated and committed team.

Ensuring all staff are adequately and appropriately trained.

Ensuring that Performance Development Reviews are carried out in a timely manner, and staff records are kept up-to-date.

Effectively planning for staff retention, succession planning and recruitment and to advise the Board on current and future staffing needs.

Marketing and Communications

Ensuring that there is an effective marketing and promotion plan in place

Planning and organising marketing activities with other staff.

Liaising with the media to promote the Centre as part of public relations and marketing initiatives.

Accountability

To the Board of Directors

Reporting regularly and ensuring papers are presented to the Board.

General

Carrying out ad hoc duties as required from time to time and any other duties that are deemed reasonable and commensurate with the post.

Postholder - Key Performance Indicators

- a) Achievement of operational profitability and targets against business plan.
- b) Level of staff performance, motivation and morale within the venue.
- c) Commercial expansion of venue bookings.
- d) Statutory matters (including licensing) being effectively discharged.
- e) Liaison and positive feedback from venue User Groups



Essential skills:

See Person Specification

Desirable:

See Person Specification

ADDITIONAL NOTES

Barrista/Cafe experience/knowledge and Food Hygiene Certification are additional desirable skills

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| Reviewed By: | Ross Willmott PM | Date: | 20.5.2021 |
| Approved By: | Role to be evaluated | Date: | Date |
| Last Updated By: | RW | Date/Time: | 1.6.21 |