



Northumberland Church of England Academy Trust

Post:	Community Development Manager
Responsible to:	Director of Finance & Central Services
Salary:	Band 6
Working hours:	37 hours per week to be completed during core hours 8.30am to 4.30pm, however flexible hours will apply due to working early mornings/late nights as required to cover events etc.

Main purpose:

To lead and support the promotion and development of community buildings and community businesses (school lettings, room hire, fundraising and catering) managed by the Academy Trust to increase income levels for each site to agreed targets.

Explore other business opportunities by developing, implementing and monitoring of businesses cases within the local and regional community.

The post holder will coordinate and actively promote new services and clients within community buildings and manage relationships with key clients and partner organisations.

General Duties

1. Identify, contact and determine potential levels of commitment from a wide range of community, voluntary, statutory and private sector organisations that may be able or would benefit from taking up space within Academy Trust facilities.

This will involve consultation with:

- Community groups
- Local businesses
- Health Care providers
- Adult Education providers
- Voluntary groups
- Council Services
- Faith groups
- Police
- Registered Social landlords
- Other relevant stakeholders

2. To devise and implement appropriate marketing and promotional strategies for each building in conjunction with the Marketing Manager.

3. To identify and secure sessional room hire from a wide range of client groups resulting in the optimum utilisation of facilities.
4. To manage day to day relations with key clients including community / voluntary sector committees and public and private sector clients.
5. To build strong community relationships within the catchment areas of all Academy Trust sites and leverage those relationships for income generation in the form of facilities hire and fundraising.
6. To liaise with caretaking, cleaning and school letting staff on a regular basis to ensure the smooth operational functionality of all hireable facilities.
7. To prepare monthly monitoring reports on managed departments for submission to the senior management team, board and external partner agencies as required.
8. To assist in the recruitment, selection and development of staff as appropriate for the community development of the business.
9. To be conversant with the booking system and ensure bookings are maximised through the booking tool.
10. To present innovative business proposals to the Financial Director which show areas financial and community potential.
11. Ensure that an exceptional level of customer service is delivered across all relevant services.

Specific Duties

- Manage the lettings programme ensuring that a balance is made between school needs and lettings
- Work with the marketing manager to create effective campaigns to maximise facilities hire revenue
- Manage bookings and any complaints in a timely manner
- Explore innovative ways to use the facilities to increase revenue both in and out of school operating hours
- Work with the caretakers, cleaners and school letting staff to ensure all bookings are managed and facilitated
- Provide excellent customer care to all hirers
- Build strong community relationships with local businesses
- Conduct market research to establish pricing for the facilities in line with market and community user needs.
- To review the trust and schools' websites with regards to lettings
- Carry out risk assessments and ensure that equipment is checked regularly and maintained
- Ensure that checking and maintenance of the 3G pitch is undertaken, flagging when total usage hours necessitate substantial maintenance and possible carpet replacement
- Liaise with Finance Assistant to ensure electronic billing and cash collection runs smoothly and resolve credit control issues.
- Build and execute a delivery plan for internal events
- Plan a yearly activity calendar with the marketing team and strategy to deliver

Person Specification - Community Development Manager

	Essential	Desirable
Qualification/Training /Competences	5 A* – C GCSE's or equivalent including maths and English	Marketing or business qualification post 16
Relevant Experience	<p>Experience in managing projects, including staffing, finance, marketing and compliance with legislation</p> <p>Experience of working to targets</p> <p>Experience of managing customer relationships</p> <p>Experience in budget management</p>	<p>Experience in managing and operating community based facilities</p> <p>Experience in reporting to a Board of Directors</p> <p>Experience of operating financial systems</p> <p>Experience in managing online booking systems.</p> <p>Experience in health and safety</p>
Knowledge	Knowledge of running successful community buildings and community businesses	<p>Knowledge of catering and events management industries.</p> <p>Knowledge of target marketing techniques that deliver maximum return.</p>

Skills	<p>Strong interpersonal/negotiating skills</p> <p>Ability to devise innovative and creative solutions to problems</p> <p>Ability to monitor progress against agreed milestones</p> <p>Strong commitment to customer service;</p> <p>Ability to deliver measurable outcomes. Excellent communication, presentation and writing skills</p> <p>Drive, competence, flexibility and a willingness to learn</p> <p>Excellent organisational and time management skills with the ability to multi-task</p> <p>Ability to cope with demanding deadlines</p> <p>Ability to relate well to children and adults</p> <p>Creativity, imagination and the ability to use initiative</p> <p>Good teamwork, analytical and problem-solving skills</p> <p>Flexibility and the ability to multi-task</p> <p>ICT skills and proficient in the use of financial and business management software tools</p>	Highly developed skills in working with a range of partners and stakeholders to deliver successful outcomes
Special Circumstances	Attendance at meetings/events outside normal hours	