



Centre Manager Information Pack

Introduction

Thank you for your interest in the position of Centre Manager at Moniack Mhor. This is a dynamic post, designed to support our transition back to residential activity by leading on all aspects of residential course and retreat delivery whilst participating in the wider life at the centre. Working closely with our delivery team, the Centre Manager will ensure that day-to-day management is fit for purpose and that visiting writers and tutors are well supported during their stay.

In this job pack, you will find more information about our organisation, the job description and person specification and how to apply.

Please feel free to contact us to discuss the role before applying, on jobs@moniackmhor.org.uk. We very much look forward to receiving your application.

With best wishes

Rachel Humphries, Centre Director,

Moniack Mhor

Job Description

Job Title: Centre Manager
Responsible to: Centre Director
Responsible for: Administrator, Centre Host, Centre Assistants

Responsibilities:

Reporting to the Centre Director, the main purpose of this position is to manage and oversee the day to day running of Moniack Mhor Creative Writing Centre. The post holder will be responsible for ensuring visiting students and tutors receive a high-quality visitor experience.

Principal Duties

1. Work with staff to ensure the effective running of all courses at Moniack Mhor and providing support to visiting writers. Provide first night 'hosting' of each course and 'Welcome talk' covering health and safety policy. Take a share of hosting mid-week guest readings, final night celebrations and adopting a supportive but low-profile role during courses and retreats.
2. Deal with all queries and emergency call-outs by participants and tutors. Build strong customer care relationships with participants and tutors to deliver an excellent experience.
3. Management of cashflow, with monthly financial responsibilities including ensuring timeous payment of accounts, robust financial record keeping and preparation of all necessary documents for auditors at the financial year end, plus any other responsibilities as laid down in any Moniack Mhor financial policy documents.
4. Management, development and appraisal of direct reports and organisations of staff rotas. Appointment and management of staff, in conjunction with the Centre Director.
5. Taking a shared responsibility for all elements of HR procedures including devising rotas of work, issuing staff contracts, recording and monitoring sickness, flexi time and holidays.
6. Regular reporting to the Centre Director as to developments and progress on areas of responsibility

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7. Shared responsibility for quarterly report preparations and circulation of papers for quarterly Board meetings. Provision of relevant notices, agendas and reports and arrangement of accommodation for Board members, when required.
8. Ensure activities meet and integrate with organisational requirements for quality management, EDI plan, human resources, health and safety, legal obligations, environmental policies and general duty of care. Take a lead role, in partnership with the Centre Director in development of policies.
9. Taking role of Health and Safety Officer. Monitoring of fire alarms and other fire safety measures on a weekly basis and ensuring scheduled fire safety upgrades take place. Arranging staff training in health & safety procedures. Undertake risk assessments as required. Ensuring all first aid policies are up-to-date.
10. Alongside the Centre Host, develop and implement new domestic systems that aid the smooth running of Moniack Mhor
11. Carrying out actions from risk assessment relating to enhanced Covid-19 processes including increased hygiene measures
12. Ensure that all financial records and administration are kept up to date and that all funds are properly accounted for.
13. Maintain all business assets (buildings, grounds, equipment and vehicle) to the highest standard and ensure that all necessary insurances are in place. Project management, supervision and co-ordination of contractors;
14. Maintain accurate and up to date monitoring information for all aspects of the Centre's delivery (including the distribution and collection of student's evaluation forms and tutor reports) and produce annual report for the Board.
15. Where necessary, assume Centre Director responsibilities in their absence including representing Moniack Mhor at national meetings as and when necessary.
16. Any other tasks that may reasonably be required by the Board or Centre Director.
17. Taking a lead and supporting elements of the Moniack Mhor programme where appropriate.
18. Driving licence essential

Please note, this job description is a guide to the nature of the work required of the Operations Manager. It is not wholly comprehensive or restrictive and may be reviewed with the post holder and their line manager as required.

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PERSON SPECIFICATION

Attributes	Essential	Desirable
1. <i>Conditions</i>	Interest in and enthusiasm for creative writing (as a reader, a writer or both)	
2. <i>Qualifications</i>		Degree or qualification in business management
3. <i>Experience</i>	<p>Minimum of 1 year of experience of operational and staff management</p> <p>Experience of ensuring contract and legal compliance of centre activities.</p> <p>Experience of managing and reviewing budgets, reports and other financial and administrative requirements</p> <p>Experience in and understanding of front line customer service</p>	<p>Previous experience in a customer focused environment</p> <p>Achieving results through partnerships</p>
4. <i>Knowledge and Skills</i>	<p>Ability to lead, manage, motivate and develop a diverse team</p> <p>Excellent verbal and written communication skills with outstanding influencing and negotiating skills</p> <p>Work collaboratively as part of the team</p> <p>Excellent organisational, planning, prioritisation and time</p>	<p>Excellent problem-solving skills</p> <p>Ability to make difficult decisions when required</p>

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	<p>management skills</p> <p>Strong relationship building, networking and negotiating skills</p>	
5. <i>Personal Qualities</i>	<p>Good teamworker</p> <p>Good listener</p> <p>Innovative, creative and proactive with an analytical and solution-oriented approach</p> <p>Determined and committed to high quality standards</p> <p>Give feedback and support</p> <p>Can respond to changing demands</p> <p>Resilient in a demanding environment</p> <p>Warm and friendly manner, always putting the safety and satisfaction of tutors and guests first</p>	
6. <i>Other</i>	<p>High level of organisational skills</p> <p>Physically fit and able to undertake manual activity</p> <p>Full, clean driving licence and access to a vehicle</p> <p>Ability to work flexibly and outside normal office hours including taking a shared role in unexpected call outs and undertaking evening and weekend work as necessary for the smooth running of Moniack Mhor</p>	Calm, level-headed

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Working arrangements:

Hours Per Week	35 hours per week (potentially space for some flexibility for the right candidate)
Working Pattern	5 days including 1 or 2 evenings per week and days (9.00 am to 5.00 pm). Required to take a share of weekend working
Salary	£25,000 - £28,000 FTE

How to apply:

To apply for the role, please email a covering letter and up-to-date CV with the title 'Centre Manager' to jobs@moniackmhor.org.uk to arrive no later than 5pm on Thursday 25th November 2021.

We would greatly appreciate if you would also take the time to fill out our equalities monitoring form on the Job Opportunities page of our website. This is voluntary.

<https://www.moniackmhor.org.uk/about-moniack-mhor/job-opportunities>

You will be notified by email if your application has been successful and candidates will be invited to attend an interview during the week beginning the 6th December 2021.

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