

Job description: Manager, The Avenue Club

Purpose: To support the Chief Executive, as part of the Trust's management team, in leading on the management and development of the Avenue Club. To lead, manage, motivate and appraise two assistants and a wider team providing a diversity of classes, activities and outings for members in a friendly and safe environment. To regularly review the mix of activities offered in order to meet the needs of the community and grow the Club's membership. To work in partnership and network with other local charities and groups.

Responsible to: The Chief Executive.

Location: Kew Community Centre, The Avenue, TW9 2AJ

Time commitment: 25 hours a week spread over 4 or 5 days a week

Core responsibilities:

Support for the Chief Executive:

\*To work closely with the Chief Executive to agree and implement relevant strategies and annual objectives for the Avenue Club.

\*To produce regular written and verbal reports about the Avenue Club, highlighting any issues which need to be addressed, in order to keep the Chief Executive well informed.

\*To be part of a productive team attending management meetings, supporting the Chief Executive to achieve the aims and objectives as agreed with the Chair of Trustees.

Leadership and Management:

\*To manage, motivate and appraise two assistants, one primarily responsible for accounts and administration and the other for communications and publicity, delegating tasks and responsibilities to ensure that the club operates effectively on each weekday.

\*To oversee relevant office and staff administration, including maintaining filing systems, relevant staff files, regularly updating information about annual leave, sick leave etc.

\*To ensure that staff are up to date with relevant government/KCT policies and procedures as outlined in the KCT staff handbook.

\* To work with the team to plan and deliver a programme of activities, events and outings for Avenue Club members.

\*To ensure that members of the Avenue Club team are appropriately trained and qualified in fire safety, first aid, safeguarding

\*To authorise necessary overtime.

\*To ensure that any problems or complaints are dealt with quickly and effectively.

Management of the Avenue Club:

\*To lead a club which offers an attractive mix of classes and activities to people from across the local community.

\*To be the 'face' of the club, maintaining a welcoming, caring and inclusive atmosphere and ensuring all team members support and welcome members and visitors.

\*To encourage suggestions about ways to improve/change what the club offers, and – when appropriate – to act upon this feedback.

\*To develop and maintain an effective group of volunteers, ensuring that DBS checks are carried out when required.

#### Organisation and administration of the Avenue Club:

\*To work in partnership with the KCT Centre Manager to organise rooms for classes and activities.

\*To ensure that class attendance is accurately recorded and that members have paid for attendance, using an agreed mix of payment methods.

\*To brief the Site Supervisor to ensure that appropriate facilities are available for classes and activities.

\*To Chair the Avenue Club committee.

#### Provision of classes, activities and outings for Avenue Club members:

\*Plan and arrange for the weekly delivery of regular classes and activities for members.

\*Identify and contract high quality tutors/class leaders.

\*Gain references and any required clearances for tutors/class leaders.

\*Encourage feedback from members and regularly review the weekly timetable 'mix'.

\*Plan and lead on the delivery of a number of agreed 'one off' events, for example the Christmas lunch, themed charity coffee mornings etc

#### Financial administration:

\*Work within delegated and agreed budgets.

\*Manage members subscriptions.

\*Set appropriate fees for classes and activities.

\*Agree fees for tutors and other providers and arrange for payments.

\*Ensure that up to date accounts are maintained each week.

\*Ensure that cash received from members is kept secure and prepared for banking.

\*Ensure that accurate timesheets are prepared for payroll.

\*Make judgements about waiving class fees for members that may not be able to afford them.

#### Publicity and Communication:

\*Oversee regular updating of websites and distribution of effective publicity.

\*Manage the editorial content and style of regular (at least quarterly) newsletters and other correspondence with members

\*Ensure that the Avenue Club is represented at relevant Kew events.

#### Links with other Community Groups/External funders etc:

\*Maintain and develop positive communications with relevant local charities/care providers including Kew Neighbourhood Association.

\*Attend relevant community meetings.

Working with Trustees:

\* If invited attend Trustee meetings to update the board about the work of the Avenue Club team.

\*When invited, actively contribute to the work of sub committees that are for the benefit of the Avenue Club.