

# JOB DESCRIPTION – LGM CIC COMMUNITY OPERATIONS MANAGER

|                            |                                                                                                                                                                                                                                                |
|----------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>JOB TITLE:</b>          | LGM CIC Community Operations Manager                                                                                                                                                                                                           |
| <b>HOURS:</b>              | 37.5 hours per week, though reduced hours may be considered for the right candidate.<br>To include occasional evening and weekend work, with TOIL<br>During a transitional period into the role, remuneration and benefits would be pro-rated. |
| <b>HOLIDAY ENTITLEMENT</b> | 25 days plus Bank holidays                                                                                                                                                                                                                     |
| <b>REMUNERATION:</b>       | Competitive Salary £55k- £57k per annum<br>Plus 3% employer pension contribution                                                                                                                                                               |
| <b>OTHER</b>               | Free parking on site                                                                                                                                                                                                                           |
| <b>MAIN LOCATION</b>       | Leybourne Chase Community Centre,<br>82 Hawley Dr, Leybourne ME19 5FL<br><br>Hybrid working with a minimum of 3 days in the office.                                                                                                            |

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# Overview of LGM CIC

Leybourne Chase is a housing development of 733 homes set within stunning 140-Hectare grounds consisting of a variety of outdoor spaces, parks and formal walled garden. Leybourne Grange Management Community Interest Company (LGM CIC) is a not-for-profit organisation that runs two community facilities, gathers lease income from various lessors on site and arranges community events and volunteering opportunities.

## Key Responsibilities of this role

### 1. Facilities Management (25%)

- Ensure compliance with all statutory legislation including health and safety, GDPR and Service Charge legislation
- To ensure that all services provided by the CIC are adequately resourced and that standards are upheld, with a focus on community development
- Oversee the day-to-day operational management of the community buildings, including consideration to improvements to meet the needs of the community
- Develop, manage and monitor the delivery of projects to respond to resident need and/or improve the offer to residents.
- The facilities that need managing are:
  - Community Buildings; The Sports Pavilion and Community Centre
  - Grounds; Arboretum, Coppicing Woodland, Grasslands, Parkland, Meadows and Walled Garden
  - Play Areas; three play parks and MUGA
  - Sport Pitches and trim trail
  - Unadopted pathways, roads and car parks

### 2. Contract Management (25%)

- To ensure a robust and effective procurement policy is in place and adhered to.
- To complete progress reports as required by the Board of Directors
- To maintain cost controls and to identify variations to specifications and quality.
- To maintain files, including all of the construction details, materials, drawings, operations manuals and specifications
- To manage lease/hire arrangements as required, ensuring regular review and monitoring. Areas under lease to Leybourne Grange Riding Centre for the Disabled and Pippins Pre school
- To review and negotiate contracts/leases in conjunction with the Board of Directors

### 3. Revenue Generation (25%)

- Oversee the hire of the community facilities as a source of revenue and ensure good utilisation
- Identify and develop further opportunities for income, including Grants whilst abiding by environmental objectives.
- To manage, monitor and report on the financial performance of the community facilities.

## 4. Governance, staffing and communications (25%)

### 4a Governance

- Dealing with complex problems that need to balance multiple criteria.
- Develop and manage relationships with key stakeholders such as Homes England, Taylor Wimpey, Leybourne Parish Council, housing associations and the Estate Management Company, to look for opportunities to align goals, funding and communications, etc.
- To ensure that the CIC has robust, effective and compliant policies and procedures and that these are adhered to and kept up to date
- Plan and organise Board and relevant sub-group meetings and provide regular reports on performance against operational and financial targets
- Facilitate effective and informed decision making by offering advice and presenting information on a range of options for the Board to consider.
- Act as a primary contact point for CIC related matters.
- To take responsibility for cost/benefit analysis of undertaking or delaying capital or revenue work to achieve value for money
- In conjunction with the Board of Directors:
  - Work with the community to develop a five-year Business Plan that balances financial, quality, environmental and community priorities. Ensuring it is delivered, reported on and monitored.
  - Support the Board in managing financial and operational risks.
  - Instruct the nominated Accountants to prepare annual accounts on behalf of the company and through the Company Secretary file this at Companies house
  - Instruct the nominated Accountants to prepare and submit VAT and Tax Returns
  - Manage and deliver the CIC and Estate Management budgets.
  - To ensure adherence to the Community Trust Declaration and The Articles of Association which govern the organisation

### 4b Staffing

- To provide leadership to staff within the company, establishing a performance management culture with a clear focus on effective staff appraisal and a commitment to professional development
- To ensure that underperformance, misconduct and capability issues are addressed in a timely and effective way
- To assist with staff appointments, in consultation with the Board of Directors, to allocate work and to carry out safety checks and training
- To devise work programmes and holiday schedules.
- To ensure that the 'Accounts & Admin Assistant', prepares management accounts by Day 3 after month end. This will include an income statement, Accounts Payable Aging, Accounts Receivable Aging and Balance Sheet and a forecasted cashflow.
- To ensure that the 'Events Coordinator', communicates effectively with stakeholders and ensures that the website is maintained for sessional and commercial sales and that a programme of community activity is planned, budgeted for and delivered.

## 4c Communications and Public Relations

- Develop and deliver a Communications Strategy and programme including ensuring that the LGM CIC website is regularly updated, Search Engine optimised and remains relevant.
- Oversee the use and monitoring of social media to promote LGM CIC and its activities and other communication channels.
- Community development to engage good participation and inclusion by a large proportion of the local community.

This job description serves to illustrate the scope and responsibilities of the role and is not intended to be an exhaustive list of duties. You will be expected to perform other job-related tasks requested by management and as necessitated by the development of this role and the development of the business. Job Descriptions are subject to annual review.

## Estate Management company's responsibilities

To put the Community Operations Manager role into context, it is important to consider the remit of the Estate Management Company:

| No. | Workstream                       | Task                                                                                                                                                                                                                                                   |
|-----|----------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1.  | Estate and Facilities Management | Ensure compliance with all statutory legislation including health and safety and GDPR and service charge legislation.                                                                                                                                  |
|     |                                  | Through the estate management company, oversee the work of the landscape and other contractors in developing and maintaining the heritage and wider landscape within the site together with the maintenance and management of the community buildings. |
|     |                                  | To conserve and enhance the historic parkland and walled garden                                                                                                                                                                                        |
|     |                                  | Manage the communal heating system in the Manor House, ensuring regular maintenance and management                                                                                                                                                     |
|     |                                  | To ensure that contracted services are effective and value for money                                                                                                                                                                                   |
|     |                                  | Oversee the management and maintenance of the fabric of the community buildings                                                                                                                                                                        |
|     |                                  | Effect appropriate handover of land and assets from Taylor Wimpey, safeguarding the CIC at all times                                                                                                                                                   |
|     |                                  | Advise and manage the estate and assets in a sustainable manner, promoting use of local contractors where possible                                                                                                                                     |
| 2.  | Governance                       | Provide regular reports to the Board on work completed, budget monitoring, issues and risks                                                                                                                                                            |
|     |                                  | Act as company secretary including attending and supporting the AGM                                                                                                                                                                                    |
|     |                                  | Ensure the CIC remains cognisant of changes to and adheres to Leasehold Legislations                                                                                                                                                                   |
| 3.  | Finance                          | Ensure all appropriate insurances are in place                                                                                                                                                                                                         |
|     |                                  | Produce draft annual service charge budgets for board approval                                                                                                                                                                                         |
|     |                                  | Produce consolidated and audited accounts for the service charge                                                                                                                                                                                       |
|     |                                  | Ensure contracts for the estate are compliant and regularly monitored/tendered, adhering to CIC financial/procurement policy                                                                                                                           |
|     |                                  | Bill, collect and manage the collection of the Service Charges including debt management                                                                                                                                                               |

| No. | Workstream                                                                 | Task                                                                                                                                                                                                       |
|-----|----------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 4.  | Utilities, Materials, Tools, and Plant Machinery and Maintenance Contracts | To ensure the production of and compliance with all site technical logs and maintenance procedure manuals in order to facilitate effective management, supervision, work quality, instruction and training |
|     |                                                                            | Ensure the execution of maintenance contracts for the equipment owned/rented by the entire establishment (including firefighting and alarm systems)                                                        |
| 5.  | Communications and Community Engagement                                    | Be the primary contact for residents around estate management matters, resolve queries and manage complaints                                                                                               |
|     |                                                                            | Produce a quarterly newsletter for residents                                                                                                                                                               |
|     |                                                                            | Host and attend regular resident surgeries/forums on estate management matters                                                                                                                             |

## Person Specification

| Experience                                                                                                                                                          | Essential | Desirable |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|-----------|
| A minimum twenty years' experience working directly with residents in a Facilities Management or Contracts Management role, in either a work or voluntary capacity. | YES       |           |
| A minimum twenty years' experience working directly with residents in a development role, in either a work or voluntary capacity.                                   |           | YES       |
| Experience of managing a voluntary board of directors and operating good governance practices and procedures                                                        |           | YES       |
| Experience of organising and chairing community meetings and or forums either in a paid or voluntary capacity.                                                      |           | YES       |
| Experience of partnership working with both the voluntary and statutory sectors, in either a work or voluntary capacity.                                            | YES       |           |
| Experience of developing and/or delivering training programmes                                                                                                      |           | YES       |
| Experience of working with culturally diverse communities in either a work or voluntary capacity.                                                                   | YES       |           |
| Experience of planning, delivering and evaluating projects, activities and events                                                                                   | YES       |           |
| <b>Knowledge, Skills and Abilities</b>                                                                                                                              |           |           |
| Excellent interpersonal, communication and networking skills.                                                                                                       | YES       |           |
| A degree in community development or a related field.                                                                                                               |           | YES       |
| Knowledge of the common health related issues affecting communities                                                                                                 |           | YES       |
| Demonstrable commitment to equality, diversity and inclusion                                                                                                        | YES       |           |
| Ability to develop community groups and resident's confidence and skills to make change happen themselves                                                           | YES       |           |
| High level of numeracy and literacy                                                                                                                                 | YES       |           |
| Ability to influence others and make change happen                                                                                                                  | YES       |           |

|                                                                                                                       |     |     |
|-----------------------------------------------------------------------------------------------------------------------|-----|-----|
| Excellent communication skills, written and verbal, with different audiences                                          | YES |     |
| Skills in community consultation and engagement techniques                                                            |     | YES |
| A good understanding of the barriers to access that some groups experience                                            | YES |     |
| To be able to work under pressure and to be able to prioritise work and meet deadlines                                | YES |     |
| Willing to work flexibly and outside of normal office working hours, including attending evening and weekend meetings | YES |     |
| Ability to work effectively as part of a team.                                                                        | YES |     |
| Ability to create and manage budgets                                                                                  |     | YES |
| Full clean driving licence required.                                                                                  | YES |     |
| All applicants must be eligible to work in the UK, and will be required to have an enhanced DBS check carried out.    | YES |     |

Shortlisting for assessment/interview will be based solely on whether the candidate indicates on their application that they meet the above short-listing criteria.

A preference will be given to candidates that are available in the short-term.

## Equality, Inclusion and Diversity Policy

The aim of the policy is to ensure no job applicant, employee or worker is discriminated against either directly or indirectly on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation.