



**ELIZABETH  
HOUSE**

Highbury Vale Blackstock Trust

# Recruitment Pack

## Deputy Centre Manager

Children and Young People Service Manager

September 2021

**Elizabeth House Community Centre**

2 Hurlock Street, London N5 1ED

## Welcome!

Thank you for your interest in working with us at Elizabeth House Community Centre. This pack will give you the information you need to consider the role including background information about the charity, the role, the skills we are looking for, and how to apply.

We are looking for a Deputy Centre Manager with extensive experience within a childcare provision to join our enthusiastic team.

Highbury Vale Blackstock Trust is a charity that works hard to make Elizabeth House a centre for the whole community and to provide the best services possible in partnership with other groups. We receive core funding from Islington Council as well as Trusts and Foundations, which offers us the opportunity to focus on strengthening our partnerships and developing our services.

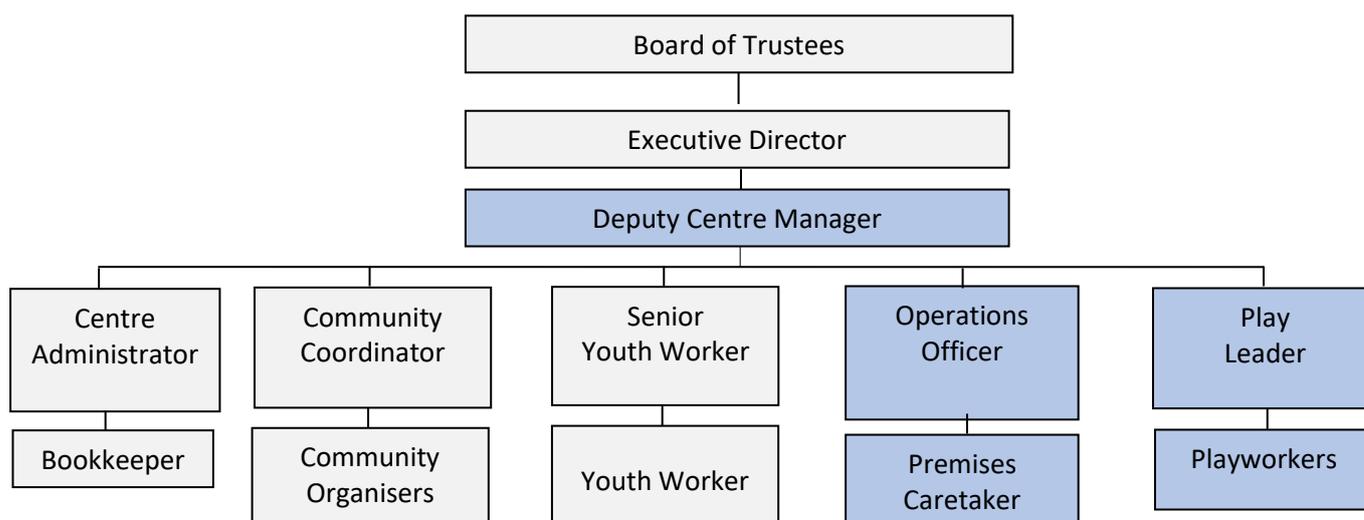
## Introduction to Elizabeth House and Highbury Vale Blackstock Trust

Highbury Vale Blackstock Trust is a registered Charity that oversees the Elizabeth House Community Centre with a rich 100-year history in serving the local community. Our vision is to improve the quality of life for everyone making up the local community, working flexibly to provide services and support available to all. Our aim is to contribute towards building a stronger and more resilient local community by providing a safe space, a wide range of activities, support and engagement for local community members. Our priority is to respond to the needs of the local community, especially people with high needs or who are underserved.

For more information on Elizabeth House and the charity, visit [www.elizabeth-house.org.uk](http://www.elizabeth-house.org.uk).

## Facts and figures

We have a small team of paid employees, led by the Director, and supported by sessional workers and incredible volunteers. This is a new role who will be central to the growing team at Elizabeth House, and who will directly manage the childcare team and operations team.



Funding comes from a range of sources, including: Islington Council, charitable trusts and foundations, and earned income from room hire and charging for services such as our childcare provisions. The charity's turnover in 2020/21 was £455,618.

## Job Description

<b>Job title:</b>	Deputy Centre Manager – Children and Young People Service Manager
<b>Hours:</b>	Full time (35 hours per week, with the ability to work flexibly when required)
<b>Salary:</b>	£35,000 per annum
<b>Contract:</b>	Initial 12-month fixed term contract (renewable subject to funding)
<b>Probationary period:</b>	6-month probation period
<b>Annual leave:</b>	25 days, plus bank holidays
<b>Reporting to:</b>	Executive Director
<b>Line management:</b>	Play team, Operations Officer, Premises Supervisor

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## Job Summary

Elizabeth House Community Centre is managed and owned by Highbury Vale Blackstock Trust. In recent years, the charity has developed its services, increased income and grown its team. Still depending on funding to provide community activities benefiting vulnerable residents, children, young people families and over 50's, our aim is to build on our success through inclusive community services and activities.

The Deputy Centre Manager role is a new role which will be key to our team. Working directly with the Director, the Deputy Centre Manager will be responsible for our childcare provision, to deliver a fun, stimulating and successful service to children, young people and their families. The Deputy Centre Manager will also ensure that the building is managed to the highest standards and generate income to develop our community services and maintain our building.

This versatile role is ideal for anyone willing to make a positive impact on people's lives and contribute to the local community. The Deputy Centre Manager will be supported by an enthusiastic and dynamic team to make our services benefit as many residents and families as possible.

Appointment is subject to an enhanced DBS disclosure and our safe recruitment process.

## Main Duties and Responsibilities

### 1. Children and Young People Service Manager

Main objectives: To provide high quality services for children and young people with a range of abilities within safe, secure and supportive specialists and mainstream environments and accessing the community which reflect individual, family and cultural needs.

To contribute to the development of strategic planning for the continuing development of services within the organisation; working in partnership with other services to make the best use of resources, both within and external to the Charity.

- Lead the day to day management and organisation of the out of school childcare services (After School Club and Holiday Playscheme), fostering a fun and inclusive environment.

- Work with the play team to provide care and play opportunities for children age 4 to 14, in a safe, homely and enriching environment for all.
- Recruit, manage and support Playwork team, including supervisions, appraisals, training and professional development.
- Undertake designated safeguarding lead person's role for reporting, recording and monitoring safeguarding issues.
- Develop effective partnerships with families, statutory services, local authorities and schools to facilitate best practice, respond to needs in the community and develop new services.
- Ensure standards of service delivery meet all statutory and legal regulations, including Ofsted and health and safety regulations.
- Responsible for health and safety of children and staff during ASC/Playscheme.
- Responsible for risk assessments, follow first aid procedures and keep records.
- Produce and update policies and procedures to identify quality standards of support and performance and keep up to date with relevant legislation.
- Responsible for the administration of the services with the support of the admin team, ensuring records are maintained properly, and positive relationships with parents/carers and partner organisations are sustained.
- Represent Elizabeth House as required in local networks and committees, working closely with local statutory services to ensure people who need it the most have access to our services.
- Ensure regular and effective consultation and evaluation processes are implemented to improve our services, reporting and access for families and users. Oversee quality insurance processes and responsible for dealing with internal and external complaints and incidents related to our children and family services.
- Work with Director on grant and tender processes relating to the development of our children services.

## 2. Building Manager

Main objectives: To ensure the community centre is a welcoming building for all users and groups, complying with health and safety regulations.

To manage the centre's operations and develop a neighbourhood-based offer of services and activities.

- Be responsible for the general upkeep of the building, ensuring it is presentable, clean, well maintained and fit for purpose.
- Leading the team to deliver compliance and health and safety legislation at all times.
- Ensure the user experience and group participation are positive through great facility standards and management.
- Manage the Operations Officer in charge of facilities hire, enriching the centre's programme of community activities and generating essential unrestricted income for the charity.

- Maintain a programme of regular maintenance works with the Premises Supervisor, Operations Officer and contractors.
- Plan for upcoming maintenance and renovation works.
- Ensuring that all risk assessments are up to date and understood and implemented by staff.
- Manage the budget for the centre (working with the Director), invoices and payments from centre’s users and follow operating and financial procedures.
- Managing stock, repairs and ordering systems.

**3. Other Duties**

- Implement agreed strategies to ensure all areas of revenue income and expenditure relating to community access services are controlled within agreed budgets.
- Maximize use of resources including people, donations, premises, funding.
- Support the mission and objectives of HBVT through a high quality and effective team within a sector and environment that is often complex and changing.
- Ensure organisational data collection and reporting processes are completed as required.
- Develop, implement and maintain operational policies for HBVT which comply with all relevant legislation. Policies to include child safeguarding, vulnerable adults, young people, HR, health and safety to cover all stakeholders and users. Ensure staff and services adhere to them.
- Provide a welcoming and safe environment for participants to take part in a range of activities.
- Support Director with fundraising activities to ensure the services are sustainably funded and new additional funding is secured for new services.
- In order to deliver service effectively a degree of flexibility is needed. The post holder may be required to perform work not specifically referred to the above. Such duties will fall within the scope of the post.

**Person Specification**

Qualities	Essential	Assessment Criteria
<b>Qualifications</b>		
1	A recognised education qualification or play / youth qualification to NVQ Level 3 or above, including experience of supporting children and young people with SEND in inclusive settings. Ability to act as registered manager with Ofsted or other regulatory body.	Application form, qualifications evidence references
<b>Experience</b>		
2	Leading and managing teams in delivering services that enable children and young people age 4 to 15 with all abilities to be supported to learn and develop through positive activities.	Application form, Interview IT/written test

3	Significant experience of partnership working with families and schools and other settings; with proven ability to provide leadership in developing services.	Application form Interview written test
<b>Skills</b>		
4	Can demonstrate understanding of high quality practice and proven ability to model positive practice in supporting services and teams to be motivated and engaged in ensuring that all children and young people's individual identity is respected, maintained and enhanced and specific needs are met.	Application form, Interview written test
5	Ability to operate and devise effective systems to audit, record and monitor using IT skills and knowledge, time management skills; ability to organise own workload, work on own initiative and respond to deadlines and meet targets as required.	Application form, Interview Written test
6	Strong communication, inter-personal and management skills and a person-centred approach; with the ability to communicate effectively to a variety of different groups such as children, young people, parents, and other professionals.	Application form, Interview
7	Ability to record, monitor and evaluate services and provide effective supervision along with skilling the team in recording and producing evidence of outcomes so that monitoring and evaluation of the service is effective.	Application form, Interview
8	Can demonstrate fundraising experience that resulted in successful funding applications from multiple funders, as well as monitoring and evaluation experience.	Application form, Interview Written test
9	Ability to promote and raise the profile of the provision working towards a financially sustainable service.	Application form, Interview Written test
<b>Knowledge</b>		
10	Knowledge of the Every Child Matters Framework, Children's Act, Ofsted Standards, Early Years Foundation Stage Curriculum, SEN legislation and Youth Matters and all relevant legislation regarding children and young people.	Application form/ interview
11	Able to deliver high standards in meeting health and safety requirements; ability to ensure implementation of all relevant health and safety policies, procedures and guidelines.	Application form
12	Knowledge and ability of how to apply the Islington / London Safeguarding Children and Adults Board Child Protection Procedures, along with knowledge of own and staff responsibilities.	Application form/ written test
<b>Motivation and Disposition</b>		
13	A commitment to, integrated education, play, socialisation and care in the knowledge of the role that out of school provision plays in achieving the best start in life for children and supports and integrates children with SEND.	Application Form / interview
14	Commitment to and understanding of equal opportunities, diversity and social inclusion and how to apply. Genuinely like working with people from the local community and experience of working with people from diverse backgrounds.	Application Form / interview
15	Highly organised, reliable, flexible, positive, supportive can-do approach and responsive in a crisis.	Application Form Interview

## HOW TO APPLY

To apply, please submit a cover letter, completed application form and equal opportunities monitoring form to [administrator@elizabeth-house.org.uk](mailto:administrator@elizabeth-house.org.uk) by **10 am on Friday 1 October 2021**.

We accept cover letters in a range of formats, including written and video recording. We ask that the letter in written form is no longer than 2 sides of A4 (5,000 words) or a video recording is no longer than 4 minutes. Make sure you to demonstrate in your application how you meet the person specification, how you think you are fit for the role and the organisation. We encourage the use of examples from current and previous work experiences.

We will not consider applications that do not include a cover letter or video recording and a completed application form. Shortlisted candidates may first be invited to an initial meeting to go over their application, before a panel interview with the line manager and Trustees. The recruitment process will also include a series of written tests to ensure the candidate meets the required skills.

Note that we will be actively reviewing applications ahead of the closing date. We encourage early applications.

We endeavour to make this application process as accessible as possible, if you have any questions or requests that will support your application please contact [administrator@elizabeth-house.org.uk](mailto:administrator@elizabeth-house.org.uk)

If you have not heard from us within 7 working days after the closing date, it means your application was not shortlisted on this occasion. We cannot provide feedback on unsuccessful applications that are not shortlisted.

## Summary of Terms and Conditions of Employment

### Place of work

The post will be based at Elizabeth House Community Centre, 2 Hurlock Street, London N5 1ED. Some flexible working options will be available post probation.

### Probationary period, pre-employment checks and proof of identification

The probationary period for this post is 6 months. As part of our safer recruitment policy, after interview and a series of practical tests, we will take up professional references. The post is subject to an enhanced DBS check.

In order to verify the right to work in the UK, HVBT is required to confirm the identity of any potential employees. For this reason, we will seek documentation as evidence of identity and right to work. Please note that any information supplied will be treated in confidence and in accordance with the Data Protection Act.

### Racial justice, wider inclusion and diversity

Elizabeth House operates in some of the most diverse boroughs of London. We are working towards a goal where our team fully reflects that diversity and difference in lived experiences. 40% of our team and Board of Trustees are from ethnic minority backgrounds.

We are fully committed to running a recruitment process that underlines our commitment to racial justice and wider inclusion and diversity. We want Elizabeth House to be a place where our individual differences and contributions are truly recognised and valued. We want to support people with disabilities and are fully committed to make any reasonable adjustments so that everyone can apply to this role. We are serious about working with the right candidate to make any role work for them.

The information you provide will be used solely in the recruitment process and will be retained for six months from the date on which you are informed whether you have been invited to interview, or six months from the date of interview. Such information may include details relating to ethnic monitoring and disability: these will be used solely for internal monitoring and will not be disclosed to any third party.