



## JOB DESCRIPTION

<b>Job Title</b>	<b>Centre Manager</b>
<b>Location</b>	<b>QVSR Immingham Seafarers Centre</b>
<b>Reporting to:</b>	<b>Deputy CEO</b>
<b>Position Type:</b>	<b>Permanent</b>
<b>Hours of Work:</b>	<b>40hrs p/wk</b>

### Role Overview

The Role of Centre Manager is to ensure the smooth operation of QVSR Immingham Seafarers Centre to provide a welcoming and clean environment for Seafarers, external visitors, and the wider community. Furthermore, ensure that all QVSR Seafarers Centres policies and legislation are complied with. The post holder will report to the Deputy CEO. The post-holder will be expected to work a shift pattern which will involve evening and weekend working.

### Key Duties & Responsibilities

- Providing a welcoming environment to visiting seafarers and external customers.
- Being a registered key holder and 'on call' in an emergency.
- Ensuring all areas of the centres are clean and tidy at all times and take action to rectify any defects.
- Managing all aspects of the operation of the seafarers' centre bar and shop in line with QVSR Seafarers Centres policy and procedure to provide the best service to seafarers.
- Managing the seafarer services provided at other ports in the Humber / Haven areas.
- Assisting seafarers with phone top-ups and data SIMs, and with connecting to the internet.
- Maintaining a 'bureau de change' facility for seafarers in line with current legislation.
- Maintaining an adequate stock of all items for sale and carry out monthly stock takes.
- Investigating and developing other merchandise opportunities.
- Checking all floats at the start and end of every shift.
- Cashing up at the end of each shift and preparing weekly sales summaries for the Deputy CEO.
- Maintaining records of the numbers of seafarers using the facilities at the Port of Immingham and other ports in the Humber / Haven areas.
- Working in close liaison with the Chaplains to ensure a seamless service to seafarers.
- Managing the transport schedule between centre and ships, and driving seafarers to and from the centre as required.
- Management of the company vehicle at the Seafarer centre.
- Monitoring of driving access routes around Port and induction of new drivers.
- Line Management of volunteer drivers.
- Managing the staffing rota and ensuring effective communication / handovers between shifts.
- Supervision of centre staff and volunteers.
- Coaching and motivating staff and volunteers on a day-to-day basis.
- Attending the Port Welfare Committee Meetings as required.
- Sourcing and purchasing of catering stock & shop merchandise for the centre.
- Sourcing and purchasing of equipment using the Purchase Order system.
- Sourcing contractors for works as required using the Purchase Order system.
- Management of H&S & Fire in conjunction with the Facilities Manager based at QVSR.
- Managing the Facebook account.

- Other key contacts: Facilities Manager & Accounts based at QVSR.
- Maintaining and developing excellent working relationships with partnership organisations to improve the performance and quality of the service.
- Networking through external talks and liaison with the local community and churches.
- Establishing and maintaining local opportunities for community involvement that would be of benefit to seafarers and promote the work of the centres.
- Liaison with donors (e.g., knitters).
- Christmas gifts.
- Centre events.
- To undertake, as required, any other duties within the daily operation of the seafarers' centres to maintain delivery of service.

### **Competencies**

- Educated to A/Level standard or equivalent
- Experience of managing a team or supervisory skills
- Experience of money handling / control in a business environment
- Numerate and Literate
- Hold a valid driving license
- Good understanding of IT systems
- Good working knowledge of Microsoft Office
- Excellent communication and interpersonal skills
- Experience of planning and problem solving
- Ability to meet tight deadlines and work under pressure
- Good time management
- Attention to detail

The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by your changing role within the organisation and the overall business objectives of the organisation.