

LLANELLI RURAL COUNCIL

JOB DESCRIPTION

POST TITLE: COMMUNITY BUILDINGS MANAGER

GRADE: SO1/SO2 (SCP 23-28)

RESPONSIBLE TO: DEPUTY CLERK

SUPERVISORY RESPONSIBILITY: NONE

JOB PURPOSE:

1. To manage and promote Canolfan Llwynhendy community building, ensuring its sustainability and effective operation.
2. Develop and implement marketing and promotional strategies for Canolfan Llwynhendy and other council-owned community buildings using various communication methods, including social media, networking and direct stakeholder engagement.
3. Oversee the daily operations of Canolfan Llwynhendy, including bookings, customer enquiries and coordination with third-party contractors and service providers.
4. Fostering strong relationships with stakeholders by undertaking initiatives to develop and grow the council's community facilities portfolio.
5. Ensure compliance with health and safety regulations by conducting regular inspections and addressing issues related to maintenance, safety, security and cleanliness at Canolfan Llwynhendy.
6. Manage budgets and accounts, identify cost-saving opportunities and support financial sustainability initiatives at Canolfan Llwynhendy.
7. Support the preparation of grant applications to secure funding for the development and sustainability of community buildings.

MAIN RESPONSIBILITIES

1. To contribute to the effective management of the Council as a whole and to work as part of a team.
2. To contribute towards the development of a culture within the Council which is customer focused, committed to securing best value and to providing high standards of service and the promotion of Health and Safety.
3. To act in accordance with the Council's Health and Safety Policy and supporting procedures and to comply with all statutory regulations and the legal requirements of Health and Safety which may, from time to time, be applicable or in force.

4. To fulfil all personal obligations and requirements with regard to the Council's policies and procedures with particular emphasis on equal opportunities, customer care, security, work standards and promotion of the Council's values.
5. To adopt a co-ordinated and co-operative approach to working.

HOURS OF DUTY: 37 hours per week

8.45 am to 5.00 pm Monday to Thursday

8.45 am to 4.30 pm Friday

You may also be required to work additional hours as and when necessary because of the nature of the role. Occasionally you could be required to work during the evening or at weekends. Hours accrued may be claimed as time off in lieu.

PLACE OF WORK:

Initially based at Canolfan Llwynhendy, Heol Elfed, Llwynhendy, Llanelli SA14 9HH, but you may be required to work at various council premises and community venues to facilitate community engagement and development.

SPECIFIC DUTIES

(Not in order of priority)

1. Develop plans to stimulate growth, improve efficiency, reduce costs and forecast future needs.
2. Establish and maintain strong working relationships with tenants, clients and community representatives to ensure confidence in service delivery.
3. Ensure compliance with Charity Law for council buildings operated under charitable trust arrangements, including preparing and submitting building accounts and supporting reports to the Charity Commission.
4. Administer and manage charitable management models adopted by the council, ensuring their effective operation.
5. Organise promotional events to increase awareness and usage of the council's community buildings portfolio.
6. Work with advertising agencies to enhance customer acquisition and engagement.
7. Process orders and transactions, including invoicing hirers, building users and business tenants at Canolfan Llwynhendy.
8. Address and resolve customer complaints and issues in a professional manner at Canolfan Llwynhendy.
9. Organise and collect customer surveys and feedback, reporting findings to the council for action or information.

10. Manage day-to-day building and system emergencies, ensuring prompt resolution at Canolfan Llwynhendy.
11. Conduct monthly building checks and compliance audits at Canolfan Llwynhendy.
12. Oversee contracted services in line with council processes and service level agreements to ensure customer satisfaction at Canolfan Llwynhendy.
12. Implement and review terms for hire agreements regularly.
13. Prepare reports for the council and stakeholders as required.
14. Engage and coordinate community volunteers to support the operation of Canolfan Llwynhendy.

GENERAL

1. To continually support and liaise with the Deputy Clerk on all areas of activity/work.
2. To work with minimal supervision.
3. Have charge of and be responsible for resources of a significant nature.
4. To undertake such other duties, functions and responsibilities as may be conducive, incidental, necessary or appropriate for the discharge of any of the foregoing specific responsibilities and duties.

Note:

This job description reflects the position at the present time only and may be subject to change in the future.

April 2025