

Abbey Community Centre

Centre Operations Manager

Recruitment Pack

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February 2026

1. Job Brief

Abbey Community Centre

Abbey Community Centre is a long-established, vibrant community charity based in Kilburn, North West London. The Centre plays a vital role in improving the health, wellbeing and connectedness of local residents of all ages, cultures and backgrounds. Its mission is to deliver inclusive, impactful activities, services and volunteer opportunities that reduce poverty, improve health, and promote social integration - especially for elderly residents and low-income families with young children, who often face isolation, severe disadvantage and limited access to support.

Operating as a welcoming, community-led hub, the Centre runs a wide range of programmes and activities including children's stay and play and drop-in provision, creative and learning sessions, fitness and wellbeing classes, befriending schemes, digital inclusion support (Tech Buddies), community meals, volunteer opportunities, and its renowned Community Activities Programme, which has over 600 active members. It also offers warm space provision, food support through donated surplus food, information and advice, and specialist outreach.

Alongside its activities and support, the Centre maintains busy public facilities and a programme of room hire that helps generate income to sustain and grow its community work. As a small but high-impact local charity supported by more than 100 volunteers and multiple partner organisations, the Centre's operations must be safe, reliable and well-coordinated to ensure activity runs smoothly and effectively for the community.

The Role

The Centre Operations Manager is a pivotal senior operational role responsible for ensuring the Centre's building, people and systems operate safely, smoothly and effectively every day. Working closely with the CEO, this role provides hands-on leadership and holds delegated authority for building operations, health and safety, compliance, and the day-to-day functioning of the Centre.

The postholder acts as the operational heartbeat of the organisation – both senior and practical - ensuring staff, volunteers, visitors and community participants experience a safe, accessible and well-supported environment.

Key Areas of Responsibility

Centre Operations & Facilities

The role oversees the day-to-day running of the Centre's building, ensuring it is well maintained, safe, accessible and fit for purpose. This includes managing contractors and suppliers, coordinating maintenance, and enabling effective use of rooms and spaces for community activities and income generation.

Health, Safety & Organisational Compliance

The postholder leads all aspects of health and safety, ensuring compliance with statutory requirements, maintaining risk assessments, training staff and volunteers, and ensuring all records and policies are up to date and applied consistently across the organisation.

People Management & Team Leadership

With line management responsibility for operational staff - such as reception, facilities/caretaking, room bookings, centre coordination and administrative support - the role fosters a positive, fair and consistent team culture. It ensures the workforce is supported, understands expectations, and operates confidently within policy frameworks.

Organisational Systems & Operational Effectiveness

The role translates organisational policies into practical systems, supports the review and development of operational processes, and ensures that digital and IT systems function reliably for staff and volunteers. It also coordinates external IT support and contributes to organisational efficiency through practical problem-solving.

Financial & Resource Management

The postholder manages operational budgets and spending within delegated limits, ensuring value for money and effective contract oversight. They liaise with external providers such as HR advisers, payroll services and health and safety consultants as needed.

Volunteers, Interns & Unpaid Roles

Volunteers are essential to the Centre's work. The Centre Operations Manager supports their involvement in the centre's operations by ensuring appropriate induction, coordination and day-to-day integration across activities, services and functions.

Leadership & Collaboration

As part of the Senior Management Team, the role collaborates closely across all departments and deputises for the CEO on operational and other organisational matters as agreed. The postholder contributes to organisation-wide leadership, ensuring services remain safe, consistent and community-focused.

The Candidate

The ideal candidate brings substantial experience in hands on senior operational management within a public facing setting, with experience across facilities oversight, health and safety leadership, people management and development, contractor coordination and operational systems. They will be calm and confident under pressure, solutions-focused, and comfortable exercising delegated authority in a community-centred environment. They will also be committed to Abbey Community Centre's values of inclusivity, wellbeing, equality and community engagement.

2. Job Description Summary

Title

Centre Operations Manager

Location

Abbey Community Centre, 172 Belsize Road, Kilburn, London, NW6 4BJ

Salary

Range: £40,000–£42,000 per annum (dependent on experience) **pro rata** for part-time hours, based on a 35-hour full-time equivalent

Contract & Hours

Permanent, 24–28 hours per week (set weekly hours to be agreed), worked over a minimum of four weekdays (Monday to Friday)

Core hours are 11.00am–4.00pm, with flexibility around start and finish times outside these hours by agreement. Some evening and occasional weekend work will be required to support centre operations

Annual leave entitlement

30 days' annual leave pro rata, rising to 35 days pro rata after 5 years' continuous service (plus bank holidays, pro rata)

Pension

You will be automatically enrolled into the government's NEST pension scheme, subject to eligibility

Reporting to

Chief Executive Officer (CEO)

Line Management Responsibility

Yes, including designated operational and service staff, such as centre coordination, reception, room hire and bookings, caretaking/premises, and administrative staff as appropriate

Job Purpose

The Centre Operations Manager leads day-to-day safe and effective operations of the Centre, ensuring the building, people and systems support smooth delivery of services and activities.

Working closely with the CEO, this is a hands-on senior operational leadership role with delegated authority, including people leadership responsibilities through the direct line management of designated staff.

The postholder acts as a key point of reference for operational matters, providing practical operational leadership and support across the organisation. The role leads on building operations, health & safety, organisational compliance, the effective operation and agreed development of organisational systems, and operational problem-solving.

Key Responsibilities

Centre Operations & Facilities: Oversee daily building operations, maintenance and contractor management, ensuring safe, accessible and well-used spaces aligned with community and income needs.

Health, Safety & Organisational Compliance: Lead health & safety and related compliance, maintaining risk assessments, policies and required records, and ensuring staff and volunteers are informed and trained.

People Management & Day-to-Day Operational Support: Manage operational staff, supporting performance, culture and consistent policy use, providing operational oversight and time-limited cover as required.

Policies, Systems & Organisational Effectiveness: Ensure operational policies and procedures are in place, kept under review and applied consistently, translating them into clear, workable systems and supporting proportionate improvements to organisational systems and ways of working.

IT, Digital Systems & Operational Infrastructure: Oversee day-to-day IT needs, coordinating external support and ensuring reliable systems for staff and volunteers.

Financial & Resource Management (Operational): Manage operational budgets and contracts, ensuring value for money and compliance with delegated limits, and liaise with external providers (e.g. payroll, HR and health & safety consultants) as required.

Volunteering, Interns & Unpaid Roles: Support effective volunteer and placement roles in the centre, ensuring appropriate induction, coordination and meaningful involvement.

Leadership & Collaboration: Act as senior operational lead and member of the Senior Management Team, collaborating across the organisation, deputising for the CEO on operational and agreed organisational matters.

General: Undertake other duties reasonably required to support the effective operation of the centre, consistent with the scope and seniority of the role.

3. Person Specification

Essential Criteria

Experience

- Proven senior, hands-on operational management experience in a public-facing organisation, with responsibility for day-to-day operations, staff management and development, and facilities oversight.
- Experience overseeing health & safety arrangements and working within operational compliance requirements in a public-facing setting.
- Experience managing budgets and operational resources and working with contractors or external service providers.

Skills & Knowledge

- Strong operational leadership and decision-making skills, with the ability to prioritise and problem-solve in a busy environment.
- Understanding of operational compliance requirements in a public-facing organisation.
- Practical knowledge of health & safety and fire safety in a public-facing building.
- Understanding of UK employment law and HR best practice relevant to operational management, with experience ensuring policies and procedures are in place and applied consistently in practice.
- Ability to translate policies and procedures into clear, workable operational systems.
- Confidence overseeing IT and digital systems at an operational level, coordinating external support where required.
- Clear verbal and written communication skills, and strong organisational skills.

Personal Attributes

- Proactive, solutions-focused and pragmatic in approach.
- Calm, resilient and confident under pressure.
- Approachable, fair and people-centred, with a collaborative leadership style.
- Comfortable exercising delegated authority and making operational decisions.
- Willing and able to take a hands-on approach when required.
- Reliable, professional and accountable.
- Open to using digital and AI-enabled tools where appropriate to improve efficiency and problem-solving.
- Alignment with Abbey Community Centre's values, including a commitment to equality, diversity and inclusion.

Beneficial Criteria

- Experience working in the community, voluntary or charitable sector.
- Training in health & safety, facilities management or compliance.
- HR training or practical experience supporting HR processes in small organisations.
- Experience managing reception, facilities, bookings or front-of-house services.
- Experience supporting income generation through the use of space or facilities.
- Experience working with volunteers, interns or unpaid roles.
- Experience contributing operational input to funder, partner or trustee reporting.
- Experience as part of a senior management team or deputising for senior leaders.

Additional Requirements

- Ability to support the physical aspects of the role where required (e.g. room set-ups or moving equipment), with reasonable adjustments considered.
- Willingness and ability to work occasional evenings and weekends to support centre operation.

4. How to apply

To apply for this role, please submit:

1. Your CV

2. A cover letter

(maximum **two A4 pages**, font size **11** minimum)

Please email your CV and cover letter as separate document attachments to **jobs@abbeycc-kilburn.org.uk**, with the subject line:

Centre Operations Manager application

Your cover letter should focus on how your experience and approach align with the role; you do not need to respond point-by-point to the job and person specification. We're looking for clarity, relevance and insight, not volume.

We're interested in hearing about:

- Your experience in **senior, hands-on operational management** in a public-facing organisation, including **building operations, health & safety, and organisational compliance**
- Your approach to, and experience in, **people leadership and line management**, including supporting and developing staff whilst handling day-to-day operational challenges
- How you approach **operational problem-solving and decision-making** in a busy, public-facing setting
- **Why you want this job**, why you are interested in working at Abbey Community Centre, and **why you believe you would excel in the role**

Shortlisted candidates will be assessed against the Job and Person specification through a combination of application review, interview and scenario-based discussion.

Key dates

- Closing date for applications: **Wednesday 25th February 2026, 10am**
- Candidates expected to be notified if shortlisted: **Thursday 26th February 2026**
- Interviews expected to take place: **Monday 2nd March 2026**

Additional information

- This role is based at Abbey Community Centre, 172 Belsize Road, London NW6 4BJ.
- Some evening and occasional weekend work is required.
- We welcome applications from candidates from a wide range of backgrounds and are committed to equality, diversity and inclusion.
- Reasonable adjustments will be offered throughout the recruitment process.