

# Job Description

<b>Department:</b>	Operations
<b>Job Title:</b>	Centre Coordinator
<b>Reports to:</b>	CEO
<b>Base:</b>	Beechwood Cancer Care Centre
<b>Salary Scale:</b>	£23,369 - £24,799 FTE (£18,948 - £20,107 pro rata)
<b>Hours:</b>	30 hours per week, Monday - Thursday
<b>Holiday Entitlements:</b>	25 days (pro rata for part-time) Plus bank/statutory days on a pro rata basis

*This post is subject to the Disclosure and Barring Service (DBS) check at an enhanced level.*

## About the Charity

Beechwood is a Charity based in Stockport, established in 1990 to support people from across the North West affected by cancer or other life-limiting illness such as, but not limited to, COPD and heart disease and neurological diseases like Motor Neurone Disease and Parkinson's Disease.

Our team of professionals are available to help with the shock of diagnosis and the emotional effects of treatment, complemented by a wide variety of practical support – not only for the person directly affected but family and friends too.

The Charity's services are free of charge at point of need, and we offer a package of support tailored to suit the individual, including one-to-one counselling, clinical hypnotherapy, Mindfulness, complementary therapies, support groups, diet, exercise or simply a coffee and a chat.

### We also:

- Help children come to terms with the illness or loss of a parent or family member
- Help carers cope with the difficulties and uncertainty that the illness of a loved one can bring
- Support clients who are ready to move on, exploring on-going support options
- Provide guidance and support to those ready to return to work
- Provide one-to-one support, facilitated groups and peer support groups to help the bereaved

## Our Behaviours

### Communicating with Impact

- Communicates clearly and checks others have understood
- Listens to others' views, seeks clarification where needed

### Delivering Outcomes

- Plans own work and prioritises to meet goals
- Communicates and collaborates with others
- Reliable and practical using own initiative
- Meets deadlines within agreed deadlines and standards

### Honesty and Integrity

- Speaks positively about Beechwood and the Charity's work – both verbally, written and on social media platforms
- Treats all others fairly, consistently and with respect
- Promotes and embraces equality and diversity

### Resilience

- Responds positively to change and encourages others to do so
- Flexible and adaptable to changing needs and responsibilities within Beechwood

### Empowerment, Engagement and Participation

- Supports the Charity and colleagues to achieve its objectives
- Accepts responsibility and accountability for own role and team

## Purpose of Job

As the Centre Coordinator, you will ensure the smooth running and coordination of Beechwood's facilities. The role is varied and requires a calm, yet responsive and self-motivated demeanour. Whilst the role has aspects of facilities management and health and safety, it also requires the post-holder to have exceptional communication, people and organisational skills. A warm, personable manner is essential as the role will involve client/customer facing duties and the coordination and support of volunteers who give their time to Beechwood's services. In summary:

- To ensure a safe and welcoming environment for staff and visitors
- To ensure the overall smooth running of the Centre, liaising with key staff/managers
- To oversee general Health & Safety, fire procedures and drills
- To effectively communicate and coordinate Centre related matters
- To ensure volunteer support is coordinated and be the named support for Centre Volunteers

# Key Duties and Responsibilities

## General

- Supervising the Hospitality Team, ensuring cleanliness and hygiene of all facilities
- Uphold and ensure the general good appearance of the Centre's facilities
- Coordinating, liaising with and supporting the Centre volunteers
- Coordinating room set up for all groups, meetings and workshops
- Liaising with external stakeholders e.g. hospitals, who hold clinics in Beechwood's Centre and ensuring plans are in place for clinics to go ahead safely
- Liaising with contractors to maintain equipment and the building
- Ensuring scheduled checks of facilities e.g., fire safety, security systems etc
- Ensure compliance with relevant Health & Safety and fire legislation and suppliers
- Responsible for ensuring First Aider and Fire Marshall training
- Establishing recording systems for H&S checks/annual inspections etc
- Ensuring the security of the Centre and identifying any issues in timely manner
- Organising the opening and closing rotas of the Centre
- Custodian of the Centre keys and named key holder
- Administration duties relative to the role

*This is not an exhaustive list of the duties that may need to be undertaken. It may be necessary to undertake other duties to fulfil the objectives of the Charity.*

## Person Specification

	Essential	Desirable
<b>Experience/Qualifications</b>		
Health, safety or associated training/qualification		✓
Familiar with current HSE Legislation		✓
Experience in a similar role	✓	
Experience and/or awareness of the value of Volunteers	✓	
<b>Skills and Aptitude</b>		
A good standard of literacy and numeracy in line with role/duties	✓	
Exceptional interpersonal, communication and organisational skills	✓	
A team player, able and willing to take on additional tasks to get the job done	✓	
Sensitivity and respectful of service users [and their reason for coming to the Centre]	✓	
Excellent time management skills and ability to work in high pressure situations	✓	
Competent administrative and IT skills	✓	

Ability to work in a collaborative and supportive approach	✓	
Attention to detail, particularly safety of staff, clients and visitors	✓	
Ability to respond calmly in an emergency	✓	
Clear, honest communicator	✓	
Display empathy and compassion towards service users and their families	✓	
Positive and confident approach to role	✓	
Personable with a positive 'can do, lead by example' attitude	✓	
Ability to adapt to shifting priorities	✓	
Prioritises work to maximise effective use of resources and effort	✓	
Able to use own initiative and work autonomously as well as part of a team	✓	

## Equal Opportunities Statement

We acknowledge the unique contribution that all Beechwood employees and clients can bring to our organisation in terms of their culture, race, gender, sexual orientation, gender reassignment, marital status, nationality, age, religion or belief, disability, or history of mental health.

### Safeguarding

Beechwood is committed to safeguarding and protecting the welfare of vulnerable adults, children and young people; as such, all staff and volunteers must share this commitment and undertake safeguarding training relative to the role.

### Disclosure and Barring

A satisfactory check will need to be received prior to commencement of employment and for some roles, an enhanced check.

### General

All employees are expected to be competent with the use of technology and information systems and understand their duties and responsibilities regarding the appropriate use of personal data including sensitive personal data (relative to role).

All appointments and promotions are based on merit and no job applicant or employee will be treated unfairly or discriminated against.

This role description is a guide and is not exhaustive. As such, it will be reviewed periodically to ensure it continues to meet the needs of the organisation.