



Operations Manager Recruitment Pack



Job Title : Grange Pavilion
Operations Manager

Salary: £31,000

Duration: 12-month fixed term
contract, extension and salary
review dependent on funding

Hours: 37.5 hours per week

Location: Grange Pavilion,
Grange Gardens, Cardiff, CF11
7LJ

Application deadline

Thursday 18th June at 5pm

Interview date Week
commencing the 22nd June

Interview In-person at Grange
Pavilion



About Grange Pavilion



Grangetown is one of Cardiff's largest, most diverse wards, and at the heart of this community sits Grange Pavilion.

Grange Pavilion is a resident-led community centre in Grange Gardens, a popular inner-city park. Grange Pavilion is a place to gather; it provides affordable space for learning, being active, creative and connecting. It is home to the Hideout, an award winning café, and the Grangetown Youth Forum.

Grange Pavilion has won numerous awards including Royal Society of Architects in Wales (RSAW) 'RSAW Welsh Architecture Award' and 'RSAW Client of the Year' (2022), Constructing Excellence in Wales 'Value' Award (2022) and Cardiff property Awards 'Civic Development' award (2021) for the design and architecture of the building and for our innovative and collaborative approach to building a community centre with, by and for its community. It has a biodiverse outdoor space for gardening, seasonal growing, and environmental programmes: a regular community garden group, a safe play area, and places to sit and relax outside, which are all part of the design. RSAW celebrated the Grange Pavilion's design and values in its 'Revealing Wales' film series, [viewing link here](#). The building welcomes and collaborates with a variety of groups and people. Working with young people, elders, families, and those newly arrived in Wales.

Grange Pavilion is known for bringing the community together to celebrate, learn, develop, fundraise and get together on special community occasions such as Eid and Christmas.

Grange Pavilion is led by our CIO (Charitable Incorporated Organisation) board of trustees, which comprises Grangetown residents, individuals from local organisations with key expertise, and community volunteers. We were constituted in 2017 and achieved charity status in June 2018, and have been working in partnership with Cardiff University's Community Gateway since our inception. Films celebrating the physical and online (during lockdown) launch of the Grange Pavilion can be viewed at [Grange Pavilion Official Launch - May 2022 - YouTube](#) and [Celebrating the online launch of Grange Pavilion](#).

Articles describing the Grange Pavilion can be viewed at the links below:

- [The thriving hub in the middle of Grangetown that's become the heart of the community](#)
- [Grangetown comes together to celebrate official launch of pavilion](#)



Job description

The Operations Manager is responsible for the effective day-to-day running of the Grange Pavilion. The role ensures the building is safe, welcoming, compliant, and well-maintained, supporting a vibrant programme of community activity.

This post leads on operations, health & safety, compliance, bookings, maintenance, and customer service, while also managing a small staff team. The role reports directly to the Charity Director.

The role includes line management of:

- Centre Assistants (rota-based, including evenings/weekends)
- Volunteer Coordinator

Core values:

1. **Respect:** We value each individual's worth and uniqueness, promoting an atmosphere of mutual respect and consideration for all community members.
2. **Fairness:** We are dedicated to treating every person equitably and justly, providing equal opportunities and consideration to all without discrimination.
3. **Inclusivity:** We celebrate diversity and work diligently to include everyone's perspectives, fostering an environment where everyone feels valued and heard.
4. **Individuality:** We recognize and honour the individuality of each person, appreciating their differences and contributions to our community.
5. **Community Ownership:** We understand the significance of community ownership and endeavour to maintain a venue that serves the community's needs and aspirations.



1. Building Operations & Compliance

- Oversee the day-to-day operation of the Grange Pavilion building and Grange Pavilion gardens and Grange Gardens Park Keeper's Hut.
- Ensure the facilities are safe, secure, clean, and accessible for all users.
- Lead on all health & safety responsibilities, including:
 - Fire safety and evacuation procedures
 - Risk assessments and risk register maintenance
 - Legislative and regulatory compliance
 - Contractor and supplier management
- Manage janitorial duties, building checks, and planned and reactive maintenance.
- Oversee maintenance of the green and outdoor spaces.
- Ensure robust systems for reporting, prioritising, and resolving maintenance issues.
- Develop and maintain operational policies and procedures.

2. People Management

- Line manage Centre Assistants, including rota planning, supervision, and performance management.
- Line manage and support the Volunteer Coordinator, ensuring volunteers are welcomed, trained, and supported.
- Provide leadership, coaching, and professional development for the operations team.
- Foster a positive, inclusive, community-focused working culture.
- Positive working relationship with partners.
- Lead on staffing rotas, ensuring consistent, transparent and equitable advance planning of shift rotas

3. Customer Service & Community Engagement

- Ensure a consistently high standard of customer service across the team.
- Act as a first point of contact for visitors, hirers, and community members when required.

- Oversee responses to enquiries via face-to-face, email, telephone, and website.
- Build strong relationships with community groups, partners, and regular hirers.
- Support the delivery of events, activities, and projects, including hands-on setup (tables, chairs, equipment).
- Promote a welcoming, inclusive environment for all users.

4. Bookings & Programme Support

- Oversee the bookings system, ensuring efficient administration of room hire, invoicing, and calendar management.
- Ensure all groups and activities are accurately recorded and appropriately prioritised.
- Consult with users to ensure services are needs-led and responsive.
- Support regular hirers to ensure their activities can run successfully.
- Manage out-of-hours access arrangements and ensure appropriate staffing cover.
- Support feedback and evaluation of bookings

5. Administration & Governance

- Ensure smooth operational administration, including clear lines of responsibility for security, health and safety, and maintenance.
- Maintain accurate operational records and documentation.
- Prepare reports, data, and updates for the Charity Director to report to the Board, including monthly Operation Manager's Reports.
- Support the preparation of Board papers and attend Board meetings when required.
- Meet with representatives of the Grange Pavilion CIO People and Culture Committee
- Collaborate with colleagues to review and improve operational processes and procedures.
- Gather data to feed into analysis informing management decisions and identify trends.

6. Finance & Record-Keeping

- Oversee financial administration related to bookings, including:
 - Raising invoices
 - Monitoring payments
 - Maintaining accurate income records
- Ensure supplier invoices and expense claims are processed promptly.
- Contribute to monthly financial reporting for the Board.
- Maintain accurate and compliant financial records.
- Maintain record keeping related to bookings
- Maintain record keeping related to user experience, incidents, issues and complaints
- Maintain all records in compliance with GDPR requirements

7. Communications & Publicity

- Oversee maintenance and updating of the Pavilion website and social media channels.
- Support the promotion of activities, events, and venue hire.
- Generate content for publicity campaigns and digital communications.
- Network with partners, supporters, and stakeholders to raise the profile of the Pavilion.
- Build and maintain strong relationships with communities, groups, individuals, and partners.

8. Other Requirements

- Work flexibly, including occasional evenings and weekends, to support activities and events.
- Assist with physical tasks such as setting up rooms, moving tables/chairs, and event equipment.
- Undertake training and professional development relevant to the role.
- Carry out any other duties commensurate with the level of the post.
- Adapt to the evolving needs of the Pavilion and its community.

The above duties and responsibilities are not exhaustive and other reasonable duties may arise in line with the development of the role and requirements from the Board of Trustees.

Essential Criteria

Experience

- Experience in managing the day-to-day operations of a building, venue, community centre, or similar facility.
- Experience overseeing health & safety, compliance, and risk management processes.
- Experience supervising or line managing staff, volunteers, or rota-based teams.
- Experience managing bookings systems, room hire processes, and customer enquiries.
- Experience working directly with the public, community groups, or service users in a customer-facing environment.
- Experience working with contractors, suppliers, and maintenance providers.
- Experience maintaining financial records, raising invoices, and monitoring income/expenditure.
- Experience using digital tools such as booking systems, social media, and website content management.

Knowledge

- Understanding of health & safety legislation, fire safety, and building compliance requirements.
- Knowledge of safeguarding principles and inclusive practice in community settings.
- Understanding of the role of community hubs and the needs of diverse user groups.
- Awareness of good practice in volunteer management.
- Skills & Abilities
- Excellent organisational and administrative skills, with the ability to manage multiple priorities.
- Strong communication skills, both written and verbal, with the ability to engage confidently with a wide range of people.
- Ability to lead, motivate, and support staff and volunteers.

- Ability to problem-solve and respond calmly and effectively to unexpected situations.
- Competence in maintaining accurate records, producing reports, and analysing data.
- Ability to manage bookings, calendars, and operational systems efficiently.
- Ability to work independently, take initiative, and make informed decisions.
- Comfortable with hands-on tasks such as setting up rooms, moving furniture, and basic building checks.
- Personal Qualities
- Welcoming, approachable, and community-minded.
- Flexible and adaptable, with a willingness to work evenings/weekends when required.
- Reliable, responsible, and committed to maintaining a safe and inclusive environment.
- Proactive, solution-focused, and able to anticipate operational needs.
- Respectful of confidentiality and professional boundaries.

Desirable Criteria

Experience

- Experience working in a charity, community organisation, or social enterprise.
- Experience supporting or delivering community events and programmes.
- Experience preparing papers for Boards, committees, or governance groups.

Knowledge

- Knowledge of facilities management best practice.
- Understanding of community development principles.
- Awareness of environmental sustainability in building operations.

Skills & Qualifications

- Proficiency in Welsh or another community language

Terms of employment



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Application process

Please send us your CV and Cover Letter (maximum of two sides of A4) outlining your desire to join Grange Pavilion and how you meet the criteria for the role.

We can accept your application in two ways:

- Written statement (no more than two pages)
- Video (no more than three minutes)

In addition, please attached a completed Equal Opportunities Monitoring form

Applications should be emailed to board@grangepavilion.wales.

Grange Pavilion operates name-free recruitment. All applications will be subject to anonymisation and the recruiting panel will not see personal information such as a candidate's name and address during the sifting process. This policy is in line with our commitment to end bias and promote equality and diversity.

If you would like to have an informal, confidential conversation about the role, please contact board@grangepavilion.wales.





THE HIDEOUT

