



Manchester Community Central

Voluntary, community and
social enterprise sector

Recruitment Pack Facilities Manager

Manchester Community Central

St Thomas
Centre Ardwick
Green North
Manchester
M12 6FZ

0161 834 9823

manchestercommunitycentral.org

If you need this information in alternative formats, please contact us at pauline@macc.org.uk or call us on **0161 834 9823**.



Thank you for your interest in joining the team at Manchester Community Central

Manchester Community Central is a charity, and put simply, our purpose is the city of Manchester. We work to inspire, enable and support the people of Manchester to get involved and build the communities where we live, work and grow. Manchester Community Central delivers a wide range of activities including:

- **Helping local charities, community groups and social enterprises** to be well-run, successful organisations with the resources they need to make a real difference
- **Supporting local people to be active citizens through volunteering** – matching local people with local organisations and causes through our Volunteer Centre
- **Building an influential and connected community through policy, insight and collaboration** – convening the spaces for groups and organisations to work together and share insights, building partnerships between charities, the local public sector and private businesses
- **Celebrating the work, talents, creativity and diversity of all our local communities** through our annual Spirit of Manchester programme, telling the story of the wealth of activity in local communities across the city

We believe every individual and community has unique skills, talents, knowledge and insights that are important. We also believe that our collective skills, knowledge and lived experience uniquely equip us to do the work we do. All of our work is informed by three key values:

- Being **supportive** – providing mutual support and encouraging one another
- Being **collaborative** – facilitating positive change in society by working with people
- Being **influential** – harnessing people's skills and building their confidence to shape and inform policy and practice



A Message from the Chief Executive

When people ask me what my job is, I often say that it's to make more good stuff happen in Manchester.

Manchester Community Central (often known just as "Macc") has a unique position is at the heart of Manchester's voluntary, community and social enterprise sector, working alongside public bodies and local businesses. This gives us a unique perspective on this city and a role unlike any other organisation.

We support, encourage and celebrate the amazing work of our local voluntary, community, and social enterprise organisations (including the community work done by faith organisations across the city) – VCSE sector for short. We help new groups get started and provide guidance for existing ones to grow and improve. We help organisations find the funding and resources they need to succeed. We help local people be active in their communities through our Volunteer Centre and we advocate for the VCSE sector to make sure it's heard in decisions that affect Greater Manchester. Manchester Community Central aims to be an active, influential and inspiring voice in the city.

Part of our role is to bring organisations together so they can collaborate and have a stronger voice when working with the City Council, the NHS, and other public services. We do much of this work collaboratively with our neighbours in other parts of Greater Manchester through our 10GM partnership.

We also run the St Thomas Centre, a conference and meeting space which is home to a number of local community organisations and a popular space for events, cross-sector working and collaboration.

I'm proud of the work we do and the impact we have on our local community. As we do all that work, we try to lead by example in being a good employer and a great place to work. It's important to us to provide a safe, welcoming and supportive environment for all our staff where you can develop your skills and knowledge whilst supporting our communities. We've shaped our offer to reflect the kind of workplace we're proud to be – you'll find all the details of what Manchester Community Central offers below.

Thanks for your interest in Manchester Community Central and we look forward to hearing from you.

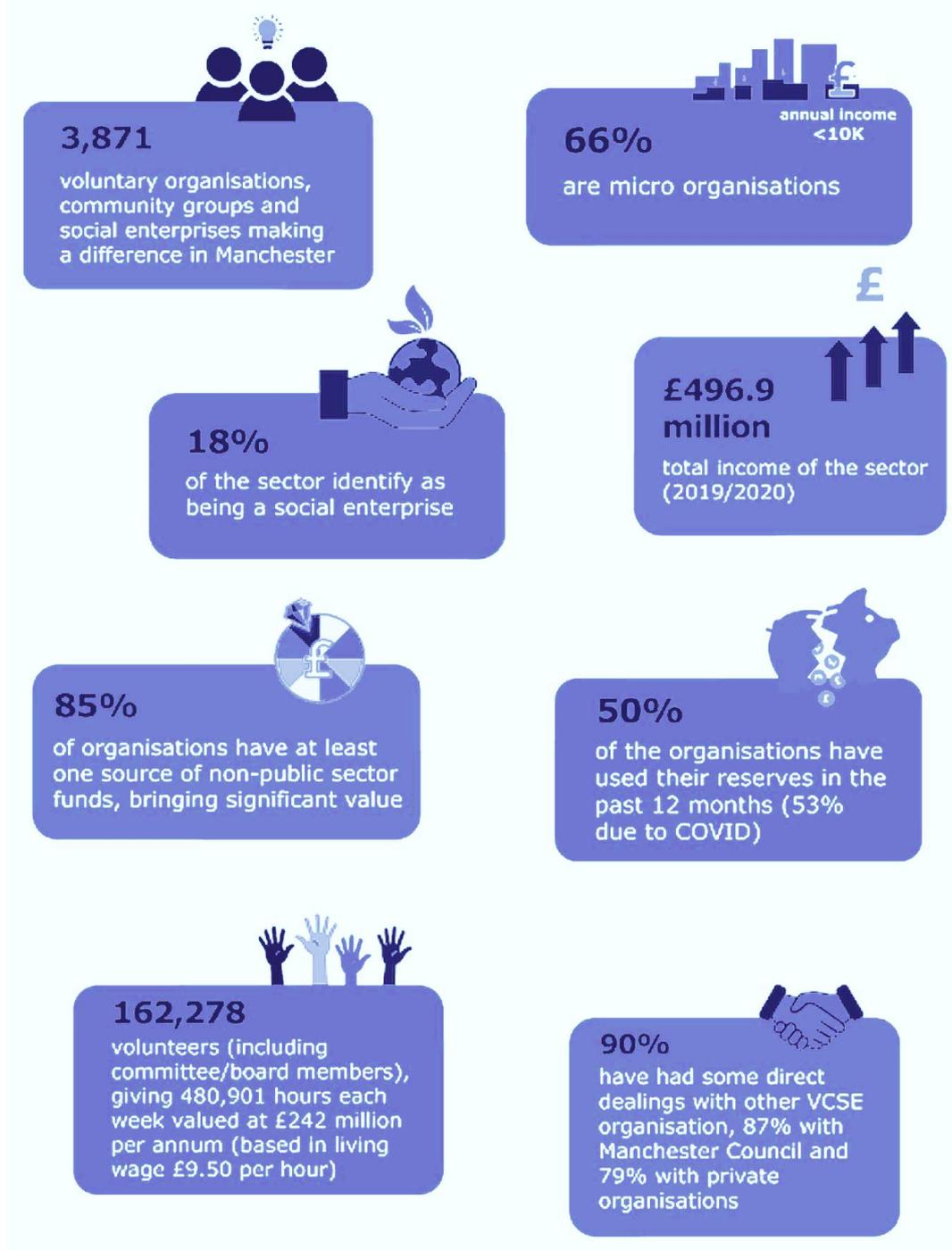


Best wishes,

Mike Wild
Chief Executive



Key Figures from the 2021 'State of the Sector Report'



Key facts from Manchester Community Central's **State of the Sector** research into the scale of the work done by charities, community groups and social enterprises across Manchester. This was part of a collaborative project with partners across Greater Manchester to show the contribution we make to the city region.



Some of Manchester Community Central's achievements of the last few years

568

charities and community groups given focused support to develop their organisation

Action through collaboration

- Supporting **Manchester Homelessness Partnership** and **GM Older People's Network**
- Working with Eric Wright Charitable Trust on grants for charities facing increased pressures in the **cost of living crisis**
- Partnership with CAHN and Comic Relief to give **grants to Black-led community groups**
- Bringing together VCSE organisations to support people arriving in Manchester from **Afghanistan, Ukraine** and **Palestine**.
- Building the **10GM partnership** with other Local Infrastructure Organisations in Greater Manchester
- Facilitating **peer support between leaders** in Manchester VCSE organisations

Over

£2million

additional funding brought into local VCSE organisations through Manchester Community Central support

Manchester Community Central's response to Covid19 included....

- Volunteer recruitment and support
 - Practical advice on running services safely, obtaining PPE, workforce wellbeing
 - Funding advice and distribution
 - Organising early provision of advice and support in community languages and prioritising culturally appropriate responses
 - Peer support for VCSE staff and volunteers
 - Organising vaccinations for frontline VCSE staff and volunteers
- Representing & connecting with local regional and national bodies
Kindness Stories campaigns celebrating local people supporting each other
Monitoring and reporting the impacts on local communities and VCSE organisations

6,246

volunteers recruited

New Premises

In early 2025, Manchester Community Central took over the running of the St Thomas Centre in Ardwick. Macc moved offices for the first time in our

Manchester Community Central Transformation Plan

- Updated Manchester Community Central Strategy
- Anti-racism strategy
- Climate action strategy
- New hybrid working approach
- Team restructure
- New staff support and accountability approach

13th annual **Spirit of Manchester Awards**

held in October 2025

Over **5,000** individual hardship grants distributed to local residents

What the people we work with say about us

On support from Manchester Community Central

“Thank you so much for the great guidance and support in building [our group]!”

“The Health check is a fantastic opportunity for us all to learn and grow as an organisation so all the Board is really appreciative of the time and effort Manchester Community Central have put in to it.”

“I have been to other Manchester Community Central training sessions. I found all of them very helpful and knew this one was going to be the same”

“You never cease to be amazingly helpful and supportive. It’s been so good to know you’re there, during what has been a tough few years.”

“It is going well with the volunteers – there is no way we could have done this without you holding my hand. You have done a great job!”

“We’ve had some serious challenges – [the kinds of] Covid-generated crises familiar across the voluntary sector. Manchester Community Central has been a consistent source of practical help and I just wanted to let you know how incredibly valuable Manchester Community Central’s support has been. Thank you all!”

On our role in the city

“Manchester Community Central’s policy and influence bulletin is always the most insightful, and useful newsletter/update I receive”

“Plays a critical linking role between different sectors, organisations and individuals with roles to play in building a better society; builds understanding and encourages people to think differently about their work”

“Thanks for showing and demonstrating much needed leadership and for being there for our sector in unprecedented times.”

On the Spirit of Manchester

“Our hearts are full after an amazing celebration of Manchester’s community groups and charities. It’s such a privilege to be part of this group of change makers.”

“Thanks for lifting my spirits this evening, it’s just been brilliant. Thanks again to everyone working across the voluntary sector”



About the Role

Position:	Facilities Manager
Salary:	£35,938 - £37,923
Hours:	35 hours per week – flexi-time system with core hours 10am-3pm. Some evening and weekend work.
Location:	St Thomas Centre
Contract:	Permanent
Reporting to:	Deputy Chief Executive

Who we're looking for

We are looking for someone who is proactive, enthusiastic and real team player. This role is all about the continued development and growth of the St Thomas Centre. The manager will ensure that through an approach to continual improvement the centre's use and relevance to Manchester's VCSE sector is maximised.

As the Facilities Manager, you will actively manage the day-to-day running of the St Thomas Centre, as an inclusive and accessible conference venue, office and workspace.

Collaboration will be at the heart of your work, so we are looking for someone who thrives on building and nurturing partnerships and working towards shared goals.

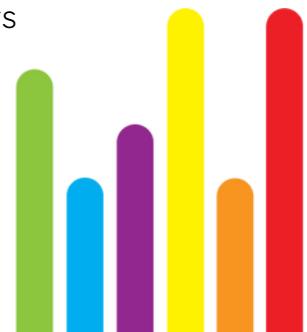
Being a great people manager and communicator is key. You will need to explain ideas clearly, whether that is through conversation, writing reports or delivering presentations. You will also need to be comfortable in engaging with and manage relationships with customers, tenants, colleagues, partners, contractors, suppliers and the landlord (Manchester City Council).

An attention to detail and accuracy is vital in the role. You will be responsible for St Thomas Centre's website, booking system and other software, ensure it is maintained, updated and used to best effect to market, and manage the facilities.

Creativity is a key element of the role. You will take responsibility for exploring and introducing new ways to maximise usage and income generation for St Thomas Centre while also ensuring that the primary beneficiaries of the centre remain the communities of Greater Manchester.

You will need to be well organised and thorough and be able to collate and monitor a detailed analysis of usage of the Centre's facilities through robust information recording and storage systems.

You will also ensure that St Thomas Centre is efficiently and effectively run maintained and oversee the necessary compliance with all legal requirements relevant to the venue e.g. HASW, Food Hygiene, Fire Safety & Environmental Health etc.



Main Duties of the Role

These are subject to change throughout employment in response to changes in priorities and ways of working. Your line manager will work with you to turn these into annual objectives.

Being Supportive

- Line manage the Facilities Team (and any volunteers, interns, apprentices or work experience placements hosted in the Facilities Team) and support them with their individual work plans, encouraging their creativity, developing their skills and knowledge.
- Alongside other Facilities Team members work evenings and weekends when required.
- Provide support and guidance to team members working evenings/weekends i.e. on call assistance
- Actively develop and manage the day to day running of the St Thomas Centre, as an inclusive and accessible conference venue, office and workspace, responding to the changing needs of its users and the environment in which it operates.
- Maintain an analysis of usage of the Centre's facilities through robust information recording and storage systems.
- Maximise utilisation and income for St Thomas Centre while ensuring that the primary beneficiaries of the centre remain the communities of Greater Manchester.
- Ensure the St Thomas Centre's website, booking system and other software is maintained, updated, managed and used to best effect to market and manage the facilities.
- Ensure users of the Centre are welcomed and supported, setting up & sourcing equipment as required.
- Ensure relevant catering provision is available for customers including appropriate sourcing based on quality, price and social value.
- Manage internal and external building maintenance and security of the building including availability to attend alarm call outs.
- Ensure compliance with all legal requirements relevant to the venue e.g. HASW, Food Hygiene, Fire Safety & Environmental Health.

Being Collaborative

- Manage relationships with customers, tenants, colleagues, partners, contractors, suppliers and the landlord (Manchester City Council).
- Build a collaborative relationship with regular users of the facilities and key partners including other Local Infrastructure Organisations across Greater Manchester.
- Build relationships with other community-run spaces across Greater Manchester and explore opportunities for collaboration.
- Work closely with Manchester Community Central's Communications Lead to maintain tech and digital support for Manchester Community Central and St Thomas Centre.



Being Influential

- Ensure records of key contacts, developments and activities are maintained and that updates are presented to the Chief Executive for inclusion in quarterly and annual reports and monitoring for funders.
- Model St Thomas Centre as a welcoming and inclusive space for the diverse communities of Greater Manchester.
- Lead on the production of an annual report on the social value created by St Thomas Centre.

Management Team

- In collaboration with the Board, the Chief Executive and Management Team, agree programmes of activity to deliver Manchester Community Central's Strategy.
- Share responsibility of management team sub groups i.e. health, safety and wellbeing group, digital services group etc.
- Liaise with the Management Team on issues regarding finance, HR, staff welfare and development.
- Ensure that activities are delivered on time, on budget and in accordance with plans.
- Ensure that systems, practices and working cultures operate across all Manchester Community Central teams and are informed by learning from all parts of the organisation.

General Responsibilities of all Manchester Community Central Staff

- Uphold and promote the purpose, beliefs and values of Manchester Community Central, supporting others to do so and reaching out to build new relationships.
- Be kind: work to be inclusive and treat people with dignity, respect and empathy.
- Be accountable internally and externally for your work.
- Work collaboratively as a member of the Manchester Community Central team, and to contribute to the development of ideas, thinking, policy and good practice within Manchester Community Central.
- Share general responsibility for
 - Manchester Community Central's communications newsletters, bulletins, social media and online resources
 - Manchester Community Central's contact & casework database
 - Reporting and being accountable for Manchester Community Central's impact
 - Supporting meetings, events and training opportunities
 - Manchester Community Central's annual Spirit of Manchester programme celebrating the local VCSE sector's work in the city
 - Responding to enquiries and administration
- Contribute to income generation and general fundraising, including providing charged for services where required.
- Always be willing to learn and to undertake training when required.
- Work in accordance with key policies to ensure Manchester Community Central exemplifies good practice as a VCSE organisation



- Value diversity and be inclusive in line with Manchester Community Central's Equality, Diversity and Inclusion statement, anti-racism policy and other relevant policies.
- Stay safe and well, being responsible for your own health & safety and that of colleagues, in accordance with Manchester Community Central's policies on Health and Safety, Safeguarding and Staff Welfare.
- Protect the integrity of our information and systems, being mindful of Manchester Community Central policies on Data Protection, Cybersecurity and Open Data.

What Manchester Community Central offers

At Manchester Community Central, we are committed to being an inclusive and supportive employer. We believe in creating a workplace where everyone can thrive, and we offer:

- **Flexible working:** We value flexible working and offer options such as adjusted working hours, hybrid or home working. We have office space in Ardwick but our approach balances personal choice, building teamwork and the needs of the people we work with.
- **Wellbeing support:** Our dedicated Health and Wellbeing team works to create a culture that supports everyone's health and wellbeing at Manchester Community Central. This includes access to confidential, in-house mental health first aiders and regular team social activities. We also offer 'Re-energise Afternoons' – monthly sessions where staff can take time away from work to rest and recharge.
- **Carers support:** We are committed to supporting carers in the workplace, and we offer five days paid carers' leave per year for those with ongoing caring responsibilities, along with other support.
- **Menstrual Health and Menopause friendly workplace:** We are proud to be Menstruation and Menopause Friendly employers, providing a range of support to help staff to manage symptoms, as well as educating employees on these topics.
- **Professional development:** Personal Development Plans (PDPs) and dedicated budgets for external training and growth.
- **Volunteering leave:** Staff are entitled to up to 2 days per year (pro rata) with pay to engage in voluntary activities.
- **Active travel incentives:** Support for public transport season tickets, a Cycle to Work scheme, and travel expenses for cyclists.

These benefits reflect our commitment to supporting staff while working together to strengthen Manchester's communities.

If you have specific needs or requests (e.g. related to accessibility, caregiving, flexible working, or something else), we encourage you to let us know during the application process.



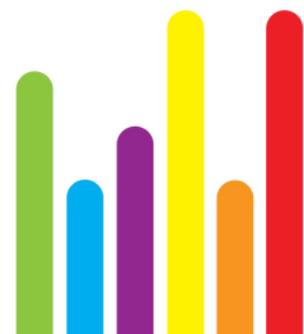
Equity and Inclusion

Manchester Community Central is passionate about ensuring that everyone has a fair chance and that they are treated equally.

We are aware of the underrepresentation of certain groups and communities in our sector. These include but are not limited to, people from racialised or minoritised backgrounds, people with disabilities, LGBTQIA+, people who are neurodivergent, and those from working-class backgrounds. We want to change this and commit to playing our part in eradicating inequalities in both what we do and the way we do it.

Manchester Community Central is an inclusive employer committed to building a diverse, effective workforce which reflects our local communities. We work hard to create a supportive, accessible working environment. We celebrate difference, and welcome applications from a wide range of backgrounds, skills and abilities, recognising value in different perspectives.

Our inclusion commitments:



How to apply

If you're excited by this role and believe you can bring to it the skills and passion we're looking for, we'd love to hear from you! Here's how our recruitment process works:

1: Application Form

Attached with this pack is a short application form in which we ask you for some basic details and a few questions about your skills, knowledge and relevant experience. There is also an equalities monitoring form with simple questions and a privacy statement which we ask you to confirm you have read.

Once you've completed the form, please email it to: pauline@macc.org.uk

We acknowledge all applications by e-mail (or post if email is not available) within 2 working days of receipt. If you don't receive an acknowledgement, please contact us as soon as possible: if you haven't heard from us, we may not have received your application.

2: Interviews

We will review all the applications we receive and then produce a shortlist of people we want to invite for an interview. These are usually held at our offices at St Thomas Centre in Ardwick. The interview gives us a chance to explore your application in more detail – and also for you to ask us questions about the role and our organisation. We might ask you to prepare a task in advance if that's appropriate for the role.

If you are invited to interview, we'll give you a copy of the questions when you arrive so you can have a few minutes to prepare your thoughts. After the interview we also give you an opportunity to share any feedback – or make a note of anything you forgot to mention.

Important dates:

- The closing date is **Thursday 12 February, 2026 at 12pm - Noon**
- Dates for interviews are **Wednesday 25 February, 2026 - all day**

Need help or more information?

If you have any questions about the application process or to clarify any information in this Recruitment Pack, please email pauline@macc.org.uk

While we can't help you complete the application form, we recommend visiting the GM Recruitment Hub page '[Tips for Applying for a Job in the VCSE Sector](https://gmworkforcehub.org.uk/recruitment-hub/careers-advice/tips-for-applying-for-vcse-jobs/)'. It includes helpful advice and resources to guide and inspire you as you write your application. You can find it by clicking the link or entering this web address into your internet browser: <https://gmworkforcehub.org.uk/recruitment-hub/careers-advice/tips-for-applying-for-vcse-jobs/>

Accessibility:

If you need this information in alternative formats or have suggestions to improve our recruitment process, please contact: pauline@macc.org.uk or phone **0161 834 9823**



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VCM: www.facebook.com/VCMOfficial/

Spirit: www.facebook.com/spiritofmanchester/

GMOPN: www.facebook.com/gmopn/



[Manchester Community Central Manchester](https://www.youtube.com/ManchesterCommunityCentralManchester)

[McrCommCentral](https://www.youtube.com/McrCommCentral)

[VolunteerCentreManchester](https://www.youtube.com/VolunteerCentreManchester)

www.manchestercommunitycentral.org



Manchester Community Central,
St Thomas Centre, Ardwick Green North,
Manchester, M12 6FZ
Tel: 0161 834 9823

Over **25,000**
followers on
our social
media
channels

Over **5,700**
people signed
up for our
weekly news
bulletin



Manchester Community Central is a founding partner of 10GM, a joint venture to support the local VCSE sector in Greater Manchester



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