

## **Business Support Lead – Job profile**

### **Organisation Purpose and Scope**

Centre 81 is a registered charity (No. 1045514) providing a range of person-centred services for disabled people and support for their family carers. It was founded in 1981 and currently operates in and around the Borough of Great Yarmouth from its base in Tar Works Road. In its early years Centre 81 was run as a traditional day centre in which members remained on site to socialise and do crafts. This changed radically on the arrival in 2007 of chief executive Diana Staines who received an MBE for her pioneering work with disabled people in January's New Year Honours.

Pre-Covid, while some of our 70-plus members choose to stay at what is now a skills and activities centre, most enjoyed activities in the community, including sailing, ten-pin bowling, swimming, theatre trips and pub and restaurant visits. Members often organised these activities themselves, supported by our staff, and transport was provided by Centre 81's fleet of nine fully accessible minibuses. These vehicles were also available as an affordable community transport service, used by about 500 people, most of whom cannot access traditional public transport. This service too has been transformed, and while it continues to undertake traditional shopping and medical appointment journeys, it also has a vital wellbeing role in supporting passengers to get out and about with our 'meals on wheels in reverse' service, helping them to build friendships and to enjoy what they call their 'social club on wheels'.

Employing 46 part-time and full-time staff - and benefitting enormously from the work of about 16 volunteers - Centre 81 is run in a strictly business-like way. Income derives from a combination of Norfolk County Council Adult Social Care and NHS Continuing Health Care referrals, privately-funded individuals, grants and fundraising. Centre 81's executive is supported by a strong board of trustees that includes three Centre 81 members, a family carer and local people with experience in accountancy, local government, health, business management and corporate leadership.

88% of our Skills & Activities members are perceived as being vulnerable. 62% are wheelchair dependent and 16% need one to one support for all meals, snacks and drinks. High numbers of our members have been diagnosed with diabetes and/or overweight with many having a BMI that is more than 30. Additionally, many of our members have complex social and/or medical conditions to manage.

Centre 81's role is to offer our members appropriate support, facilitate social interaction in a non-institutional way and assist our members to improve the quality of their life. Creating fun

opportunities is key to our successful service delivery. It is important for the long-term sustainability of the organisation that we continue to provide cutting edge, person centered services to our members, which enhance their individual and collective resourcefulness and resilience.

Centre 81 has become a really important place supporting our members and providing training and volunteering opportunities for those who wish to work positively, developing their professional expertise within the care sector supporting adults with a range of disabilities, to develop critical skills and enjoy life. The overall aim is to safeguard Centre 81 so that it has the capacity to offer its services to our current and future generations.

In June 2021 we purchased Yare House which comprises a substantial three storey brick-built office block linked to an 8,276 sq ft warehouse and associated workshops surrounded by an enormous parking area. The executive, staff, trustees and, most importantly, the members, agreed that Yare House ticked all the boxes.

The conversion work is well underway and the deadline for the completion is 30<sup>th</sup> June 2022. There is no room for any slippage. This presents us with a significant task in making sure that all the background work in making sure that from a business perspective the charity is fit for purpose. We will be seeking to maximise the space we have, diversify service delivery to a growing number of members and expand our operating hours/days.

### **Core Values of Centre 81**

Centre 81 ethos is to work with members from a person-centered approach that acknowledges each individual is the expert in their life, knows what matters to them and how they wish to live their life. By acknowledging each person's uniqueness and working with them with respect and dignity, Centre 81 aims to address all forms of discrimination, particularly on the grounds of disability and promotes the rights of its members. Centre 81 actively encourages social inclusion and through this access to greater independence and reduce social isolation.

### **Business Support Lead – Purpose and Scope:**

To provide comprehensive, professional business support assisting Centre 81 to operate on a sound business platform enabling services to meet our governance obligations and support the future development of the charity and secure its long-term future.

### **Organisational relationships:**

- Responsible to Diana Staines – Chief Executive.
- Liaise with Julie Charles - Skills & activities manager.
- No line management responsibility.

**Key Information:**

- Substantive contract
- Salary £20,155 per annum
- Annual Leave: 28 days per annum including bank and public holidays – pro rata
- Statutory sick pay (SSP) only.

**Duties:**

1. You will be responsible for supporting the Chief Executive to develop robust business practices to support the delivery of person-centred services.
2. To work flexibly across the charity to support the skills and activities centre, community transport service and our support functions.
3. Diary management.
4. Review existing business and utility contracts on a three yearly cycle or as required to ensure that they are fit for purpose and continue to provide Centre 81 with value for money.
5. Responsible for the efficient running of Boards and key meetings including undertaking minutes.
6. To manage a varied workload to meet key objectives and external regulatory requirements.
7. To ensure the professional delivery of established business processes such as database management to support the organisation.
8. To work with colleagues to identify business opportunities and areas for improvement, ensuring that our members/service users are at the heart of our decision making.
9. To work methodically to prioritizing your workload and meeting deadlines.
10. Use innovative and imaginative thinking to improve service delivery.
11. Work closely with finance and administrative teams.
12. To be involved with updating risk assessments and creating new assessments
13. To undertake your role in a way that adds value to the day for all at Centre 81 and is perceived by others as supportive and not controlling.
14. Any other duties that are commensurate with position and salary.