



HELPING HOMELESS AND VULNERABLE PEOPLE SINCE 1860

## Day Centre Manager

<b>Job title:</b> Day Centre Manager	<b>Team:</b> Learning and Training Service
<b>Accountable to:</b> Head of Learning & Training	<b>Line managing:</b> 1x Resource Centre Coordinator, 1x Resource Centre Support Worker, Volunteers & Peer Mentors
<b>Salary:</b> £40,170 <b>Pension:</b> following successful completion of 6 month probationary period (5% employer contribution conditional on min. 3% employee contribution)	<b>Hours:</b> 35 hours a week
<b>Disclosure:</b> Enhanced	<b>Contract:</b> Permanent

### About Providence Row & the Day Centre

Providence Row has supported people facing homelessness in East London since 1860. We provide crisis help, advice, substance-use support, and pathways into training and work so that those excluded from mainstream services can rebuild safe, healthy, sustainable lives.

The Day Centre is each visitor's first stop. Here they can eat, shower, charge a phone, see health professionals, and get welfare advice, all in an atmosphere of dignity and respect.

### Why this role exists

The Day Centre Manager keeps our centre calm, safe, and truly joined-up. You'll run the daily service making sure every visitor is welcomed, assessed, and guided to the right help, and you'll also drive the long-term Resource Centre Improvement Plan, turning the centre into a model of best practice for London's homelessness sector. By working closely with partner agencies, drawing on clients' strengths, and coordinating volunteers, you'll create one seamless experience that meets people's immediate needs and sets them on the path to lasting change.

### Success looks like

- **Warm, efficient front-of-house** – Reception and Resource Centre services that breathe our values and give every visitor a first-class welcome.
- **Swift assessment & signposting** – The team quickly assesses each person, reconnects them with their home area if appropriate, or refers them to the exact support they need.
- **Safe, well-run building** – Health-and-safety standards stay high, facilities are kept in good order, and anti-social behaviour is tackled in partnership with the on-site hostel.
- **Clear proof of impact** – Planning, monitoring, and evaluation show funders—and ourselves—how our work improves the client experience, our North Star metric.

### Key Objectives

1. Outstanding client experience – every visitor feels welcomed, assessed promptly, and directed to the right help.
2. High-performing team – staff, volunteers, and peer mentors are trained, motivated, and working to consistent standards.
3. Safe, well-run centre – facilities, safeguarding, and anti-social-behaviour controls run like clockwork.
4. Continuous improvement – feedback loops and data prove we are lifting the client-experience metric quarter-on-quarter.
5. Assist the development of the Assessment & Reconnection Team within the Resource Centre (this will be live in April 26)

### Responsibilities

## 1. Lead the Team

- Line-manage the Resource Centre Coordinator; set rotas, and monthly supervisions.
- Make sure frontline staff finish mandatory and refresher training on time.
- Recruit, train, and recognise volunteers and peer mentors in partnership with the Volunteering Development Manager.

## 2. Run the Client Pathway

- Oversee reception so every visitor is greeted quickly and logged accurately.
- Ensure assessments are completed promptly and each client is signposted or reconnected to suitable internal or external services.
- Manage client flow through the building, including registration, post-handling, and mealtimes.
- Handle incidents, exclusions, and complaints calmly and record them the same day.

## 3. Strengthen Partnerships & Reduce ASB

- Schedule room bookings for outreach teams, visiting agencies, and funder visits.
- Work daily with the on-site hostel to share information and tackle anti-social behaviour.
- Support the Health Inclusion Service with health fairs and day-to-day activities in the Health Hub.
- Help deliver the Service User Forum and act on the feedback it generates.
- Showcase the centre during corporate challenge days and supporter visits.

## 4. Keep the Building Safe & Welcoming

- Work with the Facilities Manager to maintain cleanliness, repairs, and routine safety checks.
- Ensure first-aid kits are restocked regularly.
- Check CCTV with service managers and arrange repairs as needed.
- Attend ward-panel and community meetings to keep local relationships strong.

## 5. Prove Our Impact

- Ensure the team logs complete, accurate data in Inform CRM at the end of each day.
- Produce clear reports for internal managers, trustees, and funders.
- Hold and monitor the reception budget; flag overspends early.
- Review performance with the Head of Learning & Training Services and suggest improvements.

## 6. Other

- Take on projects assigned by the Head of Learning & Training or Director of Services (within grade).
- Attend occasional evening or weekend events when required.
- Follow Providence Row's values, policies, and procedures in all work.

## Person Specification

Experience	Essential / Desirable
Line-managing or supervising staff and volunteers	Essential
De-escalating challenging behaviour using assertive, trauma-informed techniques	Essential
Operating within clear professional boundaries	
Managing a small budget (ordering, coding, variance reporting)	Desirable
Health-and-safety & facilities oversight (risk checks, contractors, incident logs)	Desirable
<b>Skills</b>	
Plan rotas, meet deadlines, juggle competing tasks	Essential
Accurate data entry and basic CRM report building (Inform or similar)	Essential
Confident IT user: email, Office 365, Teams	Essential
Clear, concise communication in person and in writing	Essential
Build positive relationships with partners, clients, and community agencies	Essential
First-aid trained (or willing to qualify within 3 months)	Essential
Able to work occasional evenings/weekends with notice	Essential
<b>Knowledge</b>	

Key issues and legislation affecting people who are homeless	Desirable
Safeguarding adults & children (willing to train if not current)	Essential
Equalities, diversity, and inclusion in service delivery	Essential
<b>Competencies</b>	
<b>Compassion</b> – listens without judgement and seeks solutions.	Essential
<b>Respect</b> – treats everyone with dignity, whatever their situation.	Essential
<b>Inclusiveness</b> – welcomes all backgrounds and identities.	Essential
<b>Empowerment</b> – works <i>with</i> people, recognising their strengths.	Essential
<b>Justice</b> – speaks up for fair treatment and rights.	Essential
<b>Emotional intelligence</b> – reads situations, adapts tone, reflects on impact.	Essential
<b>Accountability</b> – owns decisions and follows through.	Essential
<b>Initiative</b> – spots what needs doing and gets on with it.	Essential
<b>Resilience</b> – stays calm under pressure and bounces back from setbacks.	Essential

The information provided in this Job Description outlines the expectations of the post holder. It is not intended to be prescriptive in every detail and as such it describes the main elements of the role only.