

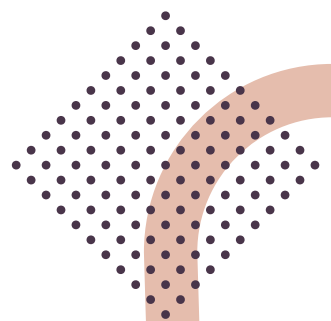
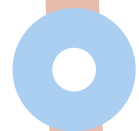
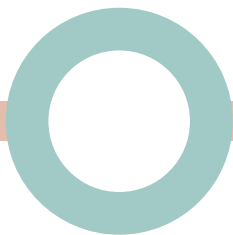
**Comhairle Contae
Fhine Gall**
Fingal County
Council



Community Centre Manager

Support Manual

Enter Centre Name Here



Community Centre Manager Support Manual

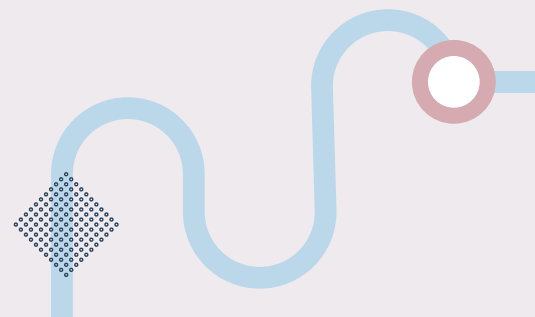
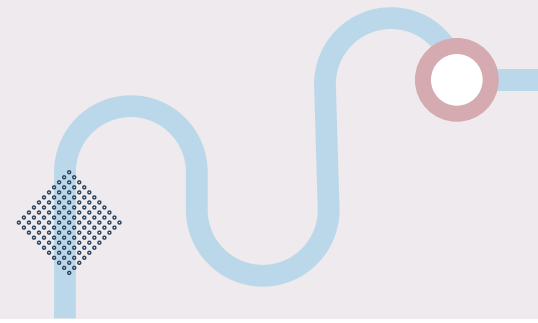


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Section 1

1.1 INTRODUCTION & WELCOME

Congratulations on your new role and we are delighted that you have chosen to join our management team. This manual was produced to answer some questions that you may have as a new / existing community centre manager. Please note that this is a guide only and if there is anything that is unclear, or you feel is not covered, please ask for assistance from:

Designated person

This manual must be used in conjunction with the company staff handbook.

The company is (insert a paragraph that provides an overview of your organisation)

1.2 STARTING WITH THE COMPANY

As a new company employee, you must follow the company Induction programme, which you will be guided through by:

Designated line manager

This will involve an induction meeting and some training on policies and procedures.

Your induction will include the following details:

- Your employment with the company.
- Payroll.
- Expenses.
- Timesheets.
- Annual leave and other leave entitlements.
- Internal recruitment.
- Benefits.
- Appraisal process.
- Corporate social responsibility.

As centre manager it is important that initially you liaise closely with your assigned support person/s. Always ask questions if you have any concerns or queries.

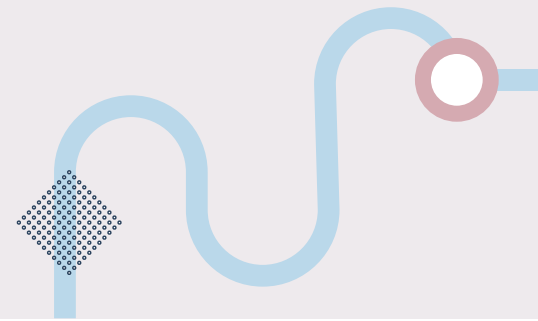
Designated person

Will lead your induction training matrix and may deploy you to other sites for training in specific areas of the business.

The address of the company



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You will be given the following when you start with the company:
(insert what is relevant to your organisation)

- A mobile phone.
- A laptop / access to a computer.
- An email address with associated passwords.
- Access to the company online learning platform – IMS (if available).
- Access to the company share point / google drive or other means of storage (if available)
- Details of your board of management for your centre

1.3 CENTRE MISSION & VALUES

The company values are to:

- Exceed our customers' expectations.
- Value and support our employees.
- Build long-term relationships.
- Be trustworthy.

1.4 WHO'S WHO!

Insert List Of Names	Their Role	Contact Number

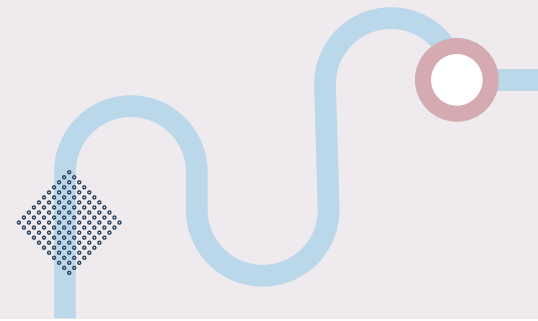
1.5 CENTRE BOARD OF MANAGEMENT

Each centre is managed by a board of management. The details of your board are below. Contact with your board of management should be done via email.

Board Name	
Contact Name	
Contact Details	



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Section 2:

2.1 STAFFING

Your team is crucial to the success of your centre and to the overall success of the company. It is important to treat them fairly, firmly and in a friendly and consistent manner. It is also important in a manager's role to be respected for being always professional and consistent.

You will need to ensure that your team is working with you and not against you! This can be achieved through open communication and your consistent performance. All staff are equal and should be treated the same, regardless of whether they are full, part time, temporary or permanent or have any disabilities.

As manager you can employ staff. However, you must first seek approval from your board of directors / line manager (insert which applies). It is important that you are involved in all interviews for your centre and that this is not delegated to a supervisor, for example. Contracts for all staff must be issued through the company's assigned human resources (HR) support system.

There is a disciplinary policy in place. However, it is always advised to seek advice from the HR department / company before dealing with HR issues, to ensure that all procedures have been followed. Your line manager will advise you here.

During your first week on site, you should read through the HR procedures manual, which will assist you on an ongoing basis. These procedures are intended to assist you with queries / issues that may confront you as a centre manager.

2.2 STAFF ROLES

The staff roles within the centre are as below. Please note, not all centres will have all these roles:

List out roles at the centre

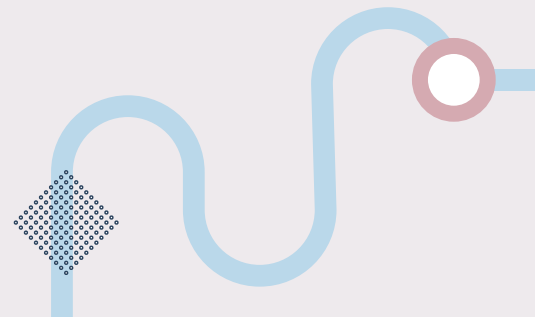
Outline the different schemes and identify the designated line managers

2.3 STAFF FILES

All employees should sign in and out of their shift using the community centre timesheet (Insert sample time sheet in appendix). It is the responsibility of employees to do this twice daily, although the centre manager should keep a close eye on this to ensure its accuracy and sign off same at the end of each month. This timesheet is used to calculate wages and for the purposes of health & safety



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All employees's files should contain the following:

- Curriculum vitae (CV) and interview notes.
- Personal details form with emergency contact details.
- Signed copy of their contract of employment.
- Two completed reference check forms.
- Copy of their letter of appointment.
- Copy of their appraisal information.
- Copy of their annual goals sheet.
- Copies of any other letters regarding discipline / promotion, etc.
- Return to work forms.
- Annual leave request forms.
- Form highlighting any lateness and their sick record.
- Copies of staff qualifications (certificates, etc.).

NB: please ensure that General Data Protection Regulation (GDPR) policy is followed when storing personal information.

2.4 STAFF MEETINGS

Staff meetings are important and should take place frequently. It is suggested that managers hold a weekly meeting with key staff in the community facility and all other departments should meet at least monthly to ensure consistency of communication.

2.5 STAFF ROSTERS

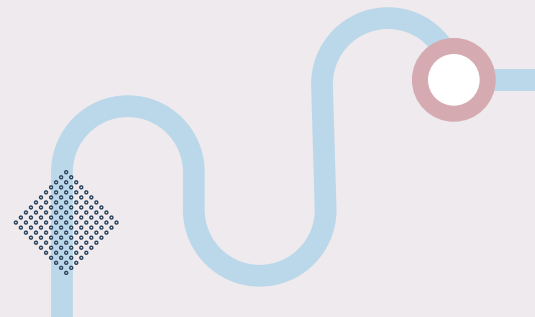
Outline the requirement for rosters at your site

Some key points to consider when doing a roster are:

- You should operate a 7-day roster with Monday being the start of the working week.
- Rosters should be fair to all staff with a balanced rotation of hours and shifts afforded to all staff.
- Ensure that staff get 11 hours' rest between shifts (unless they agree otherwise in exceptional circumstances).
- Staff should not work more than an average of 48 hours per week over a period of 5 weeks.
- Salaried staff should work 41.5 hours per week including breaks.
- Salaried staff working more than 41.5 hours should agree this in advance with their line manager.
- Building up time off in lieu (TOIL) is not permitted.
- The roster should be circulated no later than close of business (COB) each Thursday for the following working week
- The roster should be printed and posted in the main office and circulated digitally in whatever format is agreed within the Centre.



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- Requests to change an already agreed and circulated roster should be agreed and signed and signed off in advance by the centre manager.

2.6 STAFF REVIEWS

As manager you should talk to your staff informally on a regular basis. However, it is also your responsibility as manager to coordinate and carry out all staff performance reviews and appraisals on an annual basis. This annual review should take place in the first quarter (Q1) of each year, and you will be guided on the yearly deadline by the HR / department / company. The annual appraisal forms should be furnished to the staff in advance of the appraisal.

Once the review is completed and the annual goals are agreed, both documents should be signed by the employee and the centre manager and returned to file to the HR department. (See Appendices 4 & 5).

In addition, a review chat should take place in Q3 annually with all employees. Again, this paperwork should be circulated to the HR Department or set aside for filing (see Appendix 6)

2.7 STAFF TRAINING

It is your responsibility to ensure that all employees complete the relevant training on an annual basis. You should also keep on top of the community centre staff training excel sheet on the manager's drive. (Insert relevant link)

Staff training should include, but not be limited to, the following:

Training	Who needs to do it
Company induction	All staff
Staff handbook	All staff
Environmental Health and safety Statement	All staff
EHS Emergency Response Plan	All staff
Work permit training	Managers and Centre Attendants
Fire training	All staff
Evacuation drills	All staff
Manual handling	All staff
First Aid Responder	All staff
Safeguarding	All staff
Tusla Child Protection	All staff
Evacuation Chair	All staff
Fire Marshall	All staff



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2.8 STAFF INDUCTION

The process of staff induction for new employees is as follows. They should be warmly welcomed and trained up on all the relevant areas of their role.

New employees should complete the following HR forms and return them to the HR Team: for example

- Induction Payroll Form.
- Induction HR Form.
- Induction Operational Form.
- (insert forms relevant to your Organisation)

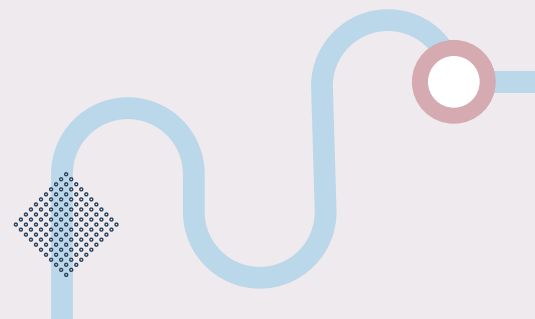
New employee training should include, but not be limited to, the following:

Area to be Inducted	By Whom	When
Company induction to include work permit training	Chairperson / Centre manager	Outline how you will do this
Site walkaround	Centre manager / Chairperson	Day 1
Staff Handbook	Assisted by Centre manager	Day 1
Online EHS training	Assisted by Centre manager	Within 1 week
Online Tusla training	Assisted by Centre manager	Within 1 week
Online Company Policy training	Assisted by Centre manager	Within 1 week

All other training, as per section 2.7, should be completed in line with the centre's training schedule.



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Section 3:

3.1 – 3.3 CENTRE DAILY / WEEKLY LOGS & REPORTS

Each day, week, and month there are various logs and reports that are completed for the smooth running of the business. These logs and reports are as follows:

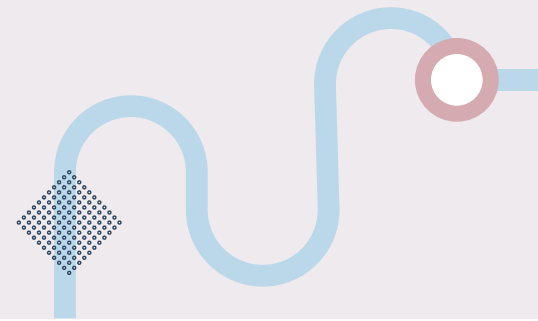
Daily Logs	Appendix Number	Purpose
Daily check sheet	7	This sheet provides a list of daily tasks for each area of the facility that are performed in the morning or alternatively in the evening.
Cleaning sheet	8	This is a record of the cleaning, sanitising and disinfection of each area of the facility throughout the day.
Means of escape inspection	9	This log records the inspection of each exit door daily and records any faults noted and any actions necessary.
Weekly logs	Appendix Number	Purpose
Defibrillator (AED) checklist	10	This log checks the battery power and pad expiry date for the AED
Cleaning supplies	11	This record checks the stock level for the various approved cleaning items on site.
Water flushing	12	This log records the flushing of all water outlets on site at various times throughout the week.
Alarm bell test	13	This log records the time, date, and any necessary comments on alarm bell tests to ensure that bells are sounding.
Work order	14	This work order sheet is an accumulation of various worksheets used throughout the week.
Monthly Logs	Appendix Number	Purpose
First-aid box supplies	15	This log records the stock content of each of the first-aid boxes against the recommended contents list.
Office stock check	16	This log will record what office stationery and supplies are on site at the end of the month.
Work permit audit	17	This log records a list of all work permits completed within the month.

(insert additional information as relevant to your organisation)

Ensuring that these checklists and logs are completed on a daily, weekly, and monthly basis will be an important part of your role. When these are completed by staff on shift it is important that you cross-check them to ensure that they are completed correctly and more importantly you must also act on any comments / issues reports on these logs without delay.



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3.4 MONTHLY REPORTS

On a monthly basis you will be required to produce a monthly report for the centre's board of management. Previous reports will be available for your perusal. The content for the report will be as follows:

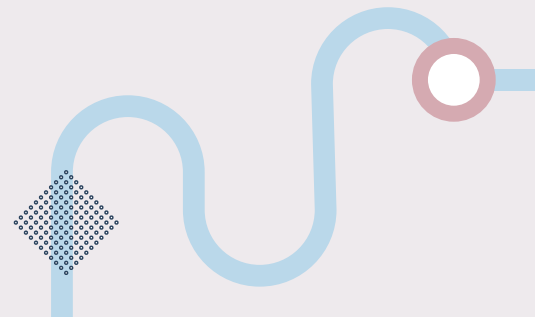
1. Facility Usage / Current Bookings / Footfall.
2. Finance.
3. Marketing / Community Development.
4. Health & Safety / Quality.
5. Legal.
6. Staffing.
7. Mechanical, Electrical & Building Maintenance.
8. Feedback from Site Operations Group Meetings / Discussions.
9. Risk Register.

Appendix 1: Planned Preventative Maintenance (PPM) Planner.

Appendix 2: Snag List.



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Section 4:

4.1 FINANCE (PLEASE COMPLETE RELEVANT TO YOUR ORGANISATION)

Please reference the finance policy for structured detail and guidance on all finance items. However, the headline finance items are explained below.

Sales

When payment is received for a booking or event, the client must be issued with a receipt. Payment can be received by cash, cheque or electronic funds transfer (EFT) and once received it must be or receipted. Each sale is entered into the KashFlow system (or other) and then credited off the client's accounts once it is paid off. When a receipt is issued, it must be noted in the receipt log with all the details of the client, amount, date etc.

Incoming payments must be recorded individually as a single safe drop. The number on the envelope must correspond with the receipt number for reference.

Sales Invoicing

If agreed with the client in advance, an invoicing system can be set up for payment from the client. This invoice is created using the Kashflow system (insert system relevant to your organisation). Invoices are raised on this system against the client's accounts and emailed from the system to the client. The Centre manager must take responsibility for overseeing the processing of these invoices to ensure that all details and costs are accurate.

Collecting Debts

Debts on client accounts should not be allowed to accumulate under any circumstances. A maximum of 30 days' credit is allowed. Clients on an invoicing system should be invoiced monthly in advance. All outstanding debts should be accessed on a weekly basis and contact made with the client for payment when payment is due, and the amount is not received. Where a client has an outstanding debt and payment is not forthcoming, this should be escalated to the line manager without delay. A decision will be made at that stage if access to the centre facilities should be paused until such time as the account is cleared. It is important to keep the board of directors informed on all bad debts and they should be recorded in your monthly operational report.

Purchases

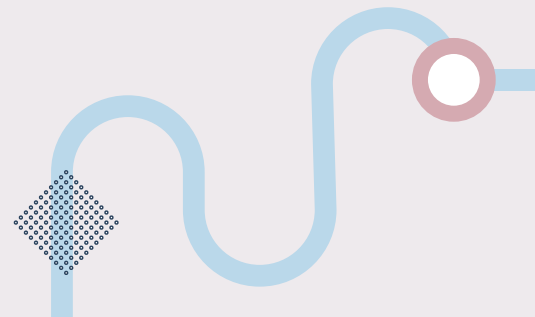
For any purchases, the supplier must be on the approved company supplier list. Expenditure must be approved as per the agreed financial limits with the centre's board of management. For all purchases a purchase order must be raised on the accountancy system (if applicable to your organisation). This will be approved in advance of the purchase being made. In addition, it is important to note the expenditure levels on the annual budget year to date; and where help is needed, the centre manager must liaise with their line manager. For larger purchases it may be necessary to secure several quotations for an item and present a proposal on the purchase to the line manager and board of management of the centre.

Receiving Deliveries

All deliveries must be fully checked by an employee before it is signed off by them. Where there are items missing from the delivery, this must be noted on the delivery docket. The employee must retain their copy of the delivery docket. Where deliveries are in an unacceptable manner, the centre manager should be contacted to inform the suppliers that the delivery is substandard and is not being accepted.



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Payments

Payments for deliveries are processed through the company accounts team. It is vital that all invoices are checked correctly before they are presented for delivery to the accounts team. Similarly, if an invoice is delivered through the accounts team to the centre manager for approval, it must be thoroughly checked for accuracy.

Petty Cash

Petty cash should be always kept in the on-site overnight safe. Petty cash should be monitored and managed by the centre manager, and it should be balanced at the end of each calendar month and a record of same forwarded to the accounts department. Use of petty cash should be overseen by the centre manager and receipts should be enclosed in the petty cash box for all sales. Petty cash should only be used for small centre expenditure (e.g. milk). Where there is a soldo card the same approach should be taken.

Internet Business Banking (IBB)

You will be given access to the centres bank account. This will allow you to monitor payments inwards from clients, lodgments and check the balance, etc. The digipass and pin code for same should not be disclosed to anyone else it is assigned specifically to you.

Refunds

Refunds to clients can only be authorised by the centre manager following consultation with the Line manager.

Lodgment

It is the responsibility of the centre manager to empty the safe of its contents on a regular basis, record the details of each income receipt onto the lodgment sheet (see Appendix 18), and subsequently lodge the monies in (name bank account relevant to your organisation)

Payroll & Calculations of Wages

Provide details of how pay roll is prepared in your organisation.

e.g Payroll is managed by an external company / insert what is relevant to your organisation.

External company

Each month you must submit the hours for your non salaried staff into the excel form, which is available at the following pathway (insert relevant pathway)

Relevant pathway

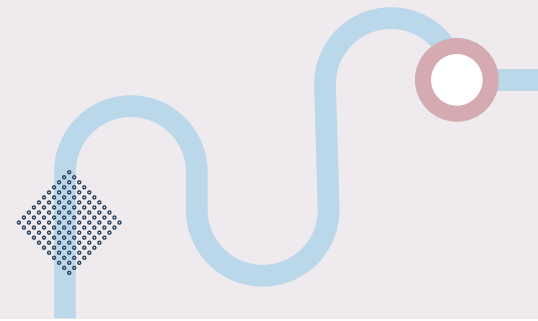
In the case where you under or overpay an employee, you must ensure to reverse this transaction in the next payroll run the following month.

4.2 ANNUAL BUDGET

Your annual budget is an important document, and you should refer to it regularly throughout each month. The budget is prepared with your input in Q4 of each year for the following year. You should prepare your budget in the following manner:



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- You will project your anchor tenant's income for the upcoming year (e.g., childcare).
- You will prepare your annual income projections across each quarter of the year
- You will prepare your annual staffing hours in line with the above.
- The company engineer will prepare the annual PPM costs.
- The costs for various expenditure lines will be prepared considering the historical expenditure costs on the site (e.g., energy or cleaning costs).

All the above will be combined and reviewed and prepared for sign off with a company director / treasurer prior to being presented to the client / board of directors.

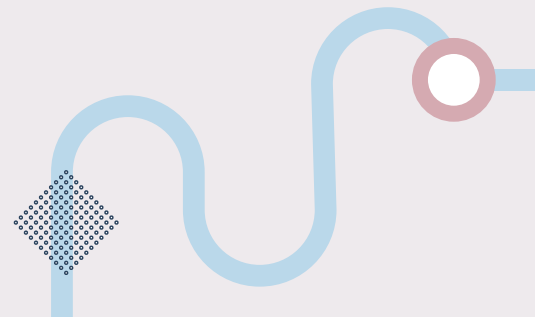
The budget format will look as follows: (insert your budget template see sample below)

	Flemington 2021	
	STAFF COSTS	
	Management Allocation	
	Centre Supervisor Staff	
	Staff	
	Assistant Centre Attendant	
	Employers PRSI management	
	Employers PRSI staff	
	Employers PRSI assistant staff	
	Sub Total	
	Equipment	
	Training	
	Mobile Phone	
	Sub Total	
	A Total Staff Costs	
	MAINTENANCE	
	Cleaning	
	Refuse disposal	
	Pest control	
	Contribution to Campus Charges	
	All Weather costs	
	Sub Total	
	Electrical (2934) HVAC (1792)	
	Water	
	Folding partitions + skyfold	
	Lifts	
	BMS	
	Catering Equipment	
	Drainage	
	Sports equipment	
	Life safety (fire alarm/extinguisher maintenance & repair)	
	Provision for Callouts & Materials	
	Capital Replacement	
	Sub Total	
	B Total Maintenance	
	SECURITY	
	CCTV & Access control maintenance & repair	
	Intruder alarm services maintenance & monitoring	
	Provision for Callouts, Materials & Keyholding	
	Sub Total	
	C Total Security	
	GENERAL OVERHEADS	
	Insurances (premises; E.L.; P.L.; etc.)	
	Telephone and broadband	
	Gas	
	Electricity	
	Postage and printing	
	Water rates	
	Bank charges	
	Advertising, promotion etc.	
	Health and safety consultancy	
	Stationery and Printing	
	Misc Costs	
	Vending (Zero Cost Solution)	
	All weather overheads	
	D Total General Overheads	
	PROFESSIONAL FEES	
	Audit and Accounting	
	Legal	
	Professional support etc.; list	
	E Total Professional Fees	
	Total Operating costs	
	Management Charge	
	All-in service management charge	
	TOTAL OPERATING COSTS	
	RECEIPTS	

POLICIES CONTROL DOCUMENT (insert relevant to your organisation)



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Section 5:

5.1 TIME MANAGEMENT

Prioritising Your Time

It is your responsibility to prioritise your time and to concentrate on the important and urgent issues.

Time management is an important skill for you as a centre manager to focus on.

You must sign in and out for duty on site as per all other staff. If you are travelling to another site for work, please sign in / out on whatever site you are at. Please submit your timesheet to your line manager for sign off at the end of each calendar month.

It is up to you to manage your hours.

We do not make any payments in lieu of extra time worked.

TOIL should not be allowed to accumulate and should be used up within 2 weeks

Where it is necessary for you to work over your allocated weekly hours, this must be highlighted with your line manager within the same working week.

It is also advisable that you do not work the same hours each week, and that you carry out regular spot checks at evenings and weekend hours to get a thorough understanding of your business.

Days Off

When you are taking days off that are outside of Saturday or Sunday, please notify your line manager in advance.

Annual Leave

You are required to apply for leave as per your contract of employment with your line manager. On a quarterly basis an update of your holidays will be issued.

You should not take annual leave when your centre supervisor / or other key member of staff is on leave, as applicable.

It would also be expected that you would delegate day-to-day duties on your site to ensure that all runs smoothly while you are away. It would also be expected that you issue your line manager / line manager with a summary of issues to be covered, and by whom, before you go on leave.

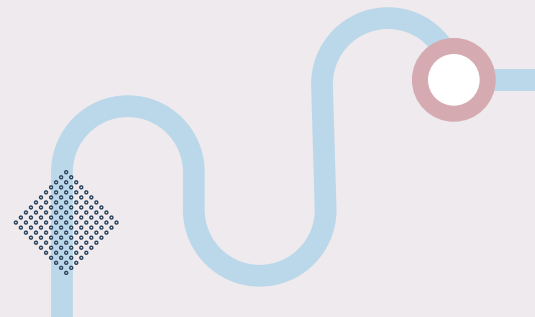
Sick Leave

You would be expected to contact your line manager if you are going to be out sick.

Please reference your contract of employment and the company staff handbook for further details on leave entitlements.



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Section 6:

6.1 CENTRE PRESENTATION – BACKGROUND INFORMATION ON THE CENTRE

6.2 CENTRE / FACILITY

We expect that you will be proud of your place of work and will instil this sense of pride in your team.

The campus should be always kept clean and tidy and welcoming. Litter-picking, cleaning, emptying bins and landscaping should be managed on a daily, weekly, or monthly basis, as necessary. Where you work on a site with other facilities (schools etc.), please get proactively involved in the site operation meetings to discuss the care and presentation of the campus by all parties involved.

This includes the reception and general circulation areas being warm, welcoming, and clean at all times. Notice boards should always be relevant and up to date. Posters and notices should be on agreed templates. All bins should be checked frequently throughout the day.

6.3 OFFICE AREA

A tidy office will result in an organised business! Please take responsibility for the office systems and procedures you feel best for your centre. This includes hard-copy filing systems, soft-copy filing systems, daily planners, weekly or monthly planners, key storage, and stationary supplies.

Once you determine the best working office system you feel is correct for your centre, please ensure that you train your team on the various systems you want in place, which will result in a smoothly run office.

6.4 SPACE FOR HIRE

Space for clients to hire should be presented in a pristine condition. Once the booking system is maintained correctly, the necessary room setup procedures for each booking should be noted on same. This will ensure that any requested equipment or furniture is in place correctly in the meeting room or sports hall prior to the group's arrival.

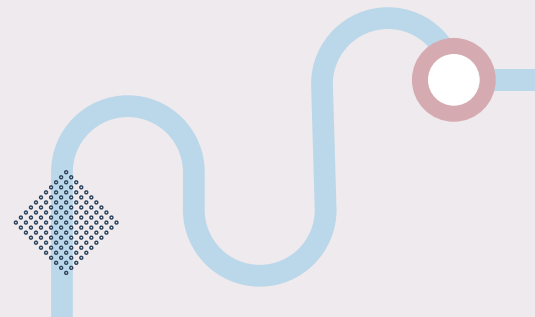
The turnaround time on presenting a room / sports hall to a group for the next booking should be managed correctly, to ensure that all the necessary client setup requirements are met.

When facilities for hire are not in use, they should be locked and set up and ready for the next booking.

You should always ensure that the facility is welcoming, and that staff treat all community members with a smile and welcome them into the facility. Without the local community the centre is meaningless.



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Section 7: Centre Policies & Procedures

7.1 CENTRE PROCEDURES

The company staff handbook should be referenced regularly for information and clarity. The handbook should work in tandem with all your centre policies and procedures.

There are several procedures on site that are used for the smooth running of the business. Most of these have been outlined earlier in this manual.

These procedures include daily weekly and monthly tasks that are logged, recorded, filed and where necessary actioned on.

Centre procedures are working documents that may change from time to time due to changes to equipment, building features, software, etc. However, if you feel a change could be made to a specific procedure, which would benefit the running of your centre, please propose a change to your line manager highlighting the changes and the benefits these changes would make.

7.2 CENTRE POLICIES

There are overriding company policies that you will be trained on during your induction and probationary period.

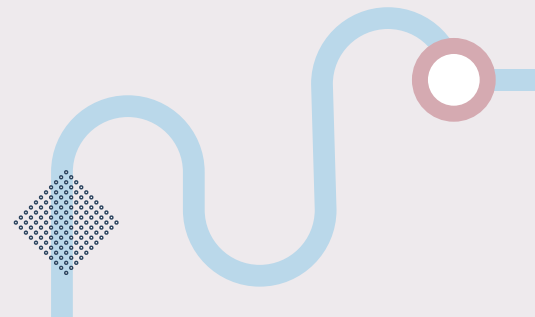
Company policies are all available (confirm location of policies) and those relevant to you are listed below:

- Clear Screen and Clear Desk Policy.
- Email and Internet Policy.
- Social Media Policy.
- Environmental Health & Safety Policy.
- Quality Policy.
- Equal Opportunities Policy.
- Business Continuity Management Policy.
- Ethics Policy.
- Training Policy.
- Data Protection Policy.
- Corporate Social Responsibility Policy.
- Information Security Policy.
- Closed-Circuit Television (CCTV) Policy.

A working list of the centre's policies is provided below:



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Example set out below

DOC. NO.	POLICY NAME	VERSION NO.	Update Date
1	CC - CCTV POLICY - 01	Insert version	Insert date
2	CC - CHILD PROTECTION STATEMENT POLICY - 02	Insert version	Insert date
3	CC - CHILD PROTECTION POLICY - 03	Insert version	Insert date
4	CC - CODE OF ETHICS POLICY - 04	Insert version	Insert date
5	CC - COMPLAINTS POLICY - 05	Insert version	Insert date
6	CC - CUSTOMER CARE POLICY - 06	Insert version	Insert date
7	CC - DATE PROTECTION POLICY - 07	Insert version	Insert date
8	CC - ENERGY EFFICENCY POLICY - 08	Insert version	Insert date
9	CC - FINANCE POLICY - 09	Insert version	Insert date
10	CC - FUNDRAISING POLICY - 10	Insert version	Insert date
11	CC - GARDA CLEARANCE POLICY - 11	Insert version	Insert date
12	CC - MEDIA POLICY - 12	Insert version	Insert date
13	CC - NO SMOKING POLICY - 13	Insert version	Insert date
14	CC - SOCIAL MEDIA POLICY - 14	Insert version	Insert date
15	CC - SUBSTANCE ABUSE POLICY - 15	Insert version	Insert date
16	CC - VOLUNTEER POLICY - 16	Insert version	Insert date
17	CC - WHISTLEBLOWING POLICY - 17	Insert version	Insert date

All managers are expected to review the staff handbook, centre procedures and centre policies on starting their new position. It is a given that the centre manager will ensure that all procedures are followed, and that all logbooks are filled in. It would be expected that as manager you would check all the logbooks daily at a minimum, and action any issues arising from them. Any old policies or procedures should be archived on your personal computer (PC) and hard copies should be filed in your office library. It is very important that all policies and procedures are dated.

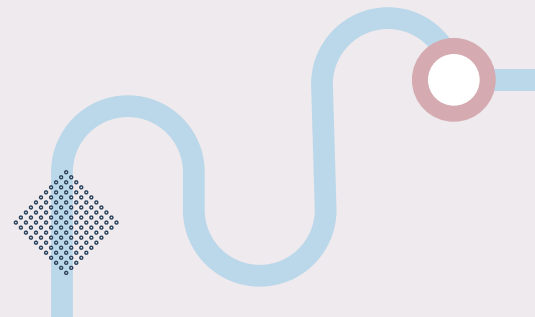
Communicating policies and procedures is very important for you to undertake as the centre manager. All new staff must be introduced to the current local policies and procedures on induction and all updated procedures should be communicated to employees by way of staff memos on the staff notice board. Procedures can also be communicated at meetings or a training day if necessary. It is recommended that a master copy of each policy and procedure is kept in your procedure library on site (usually in the main office).

All staff must sign the form to say they have read and understood the policies and procedures. This form can be updated every six months (usually at the staff review). These forms are to be kept on the staff files.

Please ensure that all policies are signed off by the board of directors



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Section 8:

8.1 MAINTENANCE

Under the license agreements we have an obligation to put a planned preventative maintenance plan in place in all our sites.

Maintenance engineer for the company	
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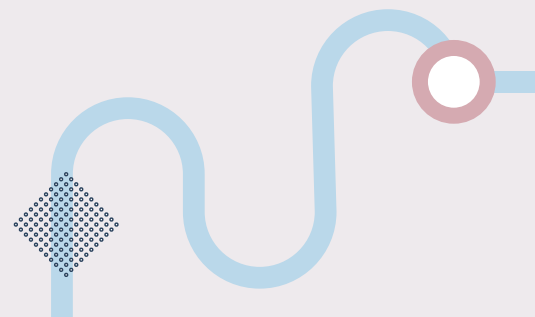
8.2 PLANNED PREVENTATIVE MAINTENANCE

On an annual basis you will receive a PPM Plan from the engineer in January. This will outline the annual plan for maintenance on your site in a calendar format and will include when each area of maintenance will happen under the following categories: (insert what is relevant to your organisation below is a sample).

Asset Category	Asset Detail
Electrical	Emergency Lighting Systems
Electrical	Emergency Lighting Systems - Night-time Test
Electrical	General Lighting - Labour Only
Electrical	High-level Lighting
Electrical	Residual current device (RCDs)
Electrical	Hand-dryers
Electrical	Main and Local DB's Thermo
Electrical	Building Earthing Systems
Electrical	Lightning Protection Systems
Electrical	Portable appliance Testing
Electrical	Floodlights
HVAC	Air Handling Units AHUs
HVAC	Gas-fired Calorifier and Storage Cylinder
HVAC	Extracts Fan (Bathroom / showers)
HVAC	Extracts Kitchen
HVAC	Hall Extracts
HVAC	Gas Distribution Systems
HVAC	Heating Boilers / Burners
HVAC	Speed Controllers
HVAC	Radiators & TRVs check
HVAC	Variable Control Dampers
HVAC	Room Heating Thermostats and Control Valves
HVAC	Gas-fired Hall heaters
HVAC	Hot Water Thermo Mixing Valves
HVAC	Heat Recovery Units



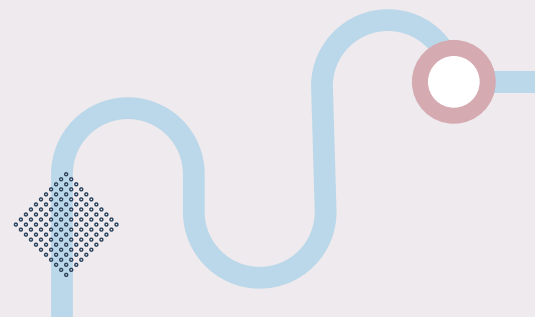
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Asset Category	Asset Detail
Additional	Boilers
Additional	Gas-fired Calorifier
Water	Grey Water Collection Systems
Water	Storage Tanks Inspection
Water	Pumps
Water	Pressurisation Units
Water	Risk Assessment
Water	Tap Outlets
Water	Closed Systems
Water	Salt
Additional	Storage Tanks Cleaning
Security	Access Control Systems
Security	CCTV Systems
Security	Intruder Alarm Systems (excluding monitoring)
Security	Intruder Alarm Monitoring
Mtne Database	Azolla
Internal Fabric	Skyfold
Lifts	Passenger Lifts (semi comp)
Lifts	Insurance Visit
Energy Management	Building Energy Management Systems (BEMS)(including all sensors, etc.)
Catering	Burcos / Zip Water Boiler Heater
Catering	Kitchen Extract (Large Hood Type)
External Fabric	Roof Drainage Systems
External Fabric	Site Drainage
External Fabric	Roof Inspection - External
External Fabric	Hoist
Sports Equipment	Basketball Nets & Bleacher Seating
Sports Equipment	Goalposts (indoor goals included in above)
Sports Equipment AWP	Goalposts & Net replacement
Life Safety	Fire-stopping
Life Safety	Fire Dampers
Life Safety	Disabled Refuge Alarm System
Life Safety	Public Address (PA) Systems
Life Safety	Gas / Fuel Slam-shut Valves



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Asset Category	Asset Detail
Life Safety	Gas Leak Detection Systems
Life Safety	Shutters
Life Safety	Disabled Toilet Alarm Systems
Life Safety	High Level - Window Vents & Glazing
Life Safety	Portable Fire Extinguishers
Life Safety	Fire Alarm Systems (including Air Sampling Systems)
Life Safety	Fall Arrest (including Cherry Picker hire)
Life Safety	Fire Door Inspections
Life Safety	Fire Risk Assessment

It is the manager's responsibility to ensure that the correct maintenance contractors are used on site from the approved company contractors List, and to follow up on invoices as necessary. (insert list as relevant)

It is the manager's responsibility to ensure that during all maintenance visits (whether planned or an emergency callout) the correct permit to work forms are completed correctly and filed accordingly.

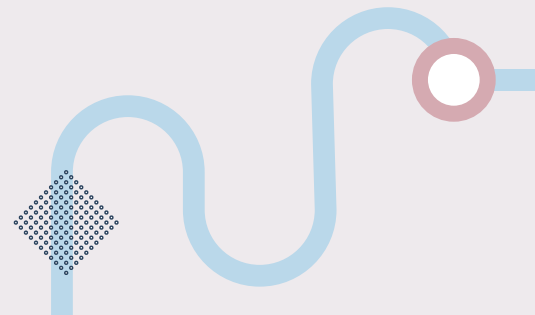
You must ensure that all contractors engaged by the facility are certified and are competent to carry out the required work.

The annual PPM calendar will be presented to you in the following format (This is sample only and not a full list of annual PPMs):

Schedule Name	Frequency	January	February	March	April	May	June	July	August	September	October	November	December
Audit Permit to Work Forms and relevant paperwork	1 per month												
Blinds & Glazing Inspection	1 per year												
Boiler Maintenance	1 per year												
Check of Defibrillator Battery	1 per month												
Contract Access Control Maintenance	1 per year												
Contract Basketball Goal Maintenance	1 per year												
Contract Building Earthing System Maintenance	1 per year												
Contract Building Management System Maintenance	1 per year												



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Schedule Name	Frequency	January	February	March	April	May	June	July	August	September	October	November	December
Contract CCTV Maintenance	1 per year												
Contract Closed Water System Dosing	1 per 6 months												
Contract Defibrillator Maintenance	1 per year												
Contract Disabled Refuge & PA system Maintenance	1 per 6 months												
Emergency lighting Maintenance	1 per quarter												
External Lighting Inspection including Sports Pitches	1 per month												
Extract Maintenance (kitchens)	1 per year												

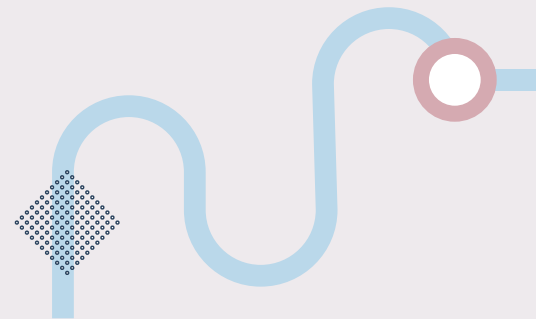
8.3 MAINTENANCE CALLOUTS

If you need to get a maintenance callout, please follow your centre's procedure, that is, make contact with the engineer / fingal facilities support / chairperson. They will agree if a callout is necessary and organise for same. Often such a callout cannot be quoted in advance for sign off by the centre's board contact. However, please ensure where possible that the board approves any costs associated with these works.

The cost of this callout should be advised to the centre's board and the callout arranged through the designated person / team responsible.



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Section 9:

9.1 HEALTH & SAFETY

The company is committed to maintaining a high standard in all matters relating to the health, safety and welfare of its employees in every type of work. Every effort is made to ensure the health, safety and welfare of our staff and customers. All employees have a similar duty to take reasonable care of their own health & safety and that of their colleagues and our customers.

All staff receive induction training in relation to health & safety obligations of their job at the start of their employment. This is carried out by the EHS Advisor (name EHS Advisor).

There are several elements of EHS documents and paperwork that you must make yourself familiar with, namely:

- Safety Statement.
- Emergency Response Plan.
- Centre Risk Assessments.
- Permit to Work Audits.
- Any associated additions to safety during the year (e.g. COVID-19 paperwork).

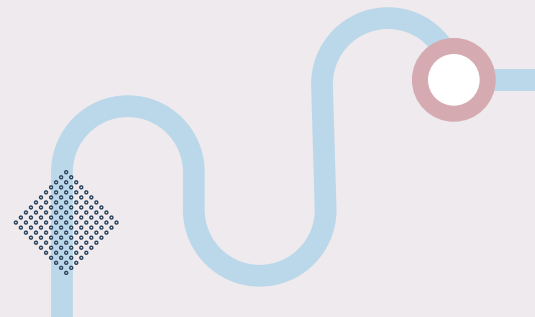
In addition, there is annual EHS training in which all team members must participate.

There will also be audits carried out by the EHS support company throughout the year. These audits will highlight any areas for attention and improvement and all audit reports must be acted on accordingly by the centre manager.

With regard to health & safety, you must be aware of and have a thorough understanding of all relevant legislation.



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Section 10:

10.1 BEING A WALKABOUT MANAGER

The manager of a centre is viewed as someone who integrates through adopting a walk-the-talk approach to management.

Your Typical Day...

Every day will be different, and this is part of the appeal of this job! However, on a regular day, a routine like the one listed below would be advisable:

- Carry out a site walk first thing.
- Check all logbooks each morning for the previous day and the upcoming day.
- Cross-check the income and associated sign-off from the previous day.
- Return and deal with all messages from the previous day.
- Work from a priority list for the day.
- Check your digital calendar / wall planner and plan against the next due deadlines.

Regularity of Checks...

It is imperative that the centre manager is visible around the facility. This can be done by ensuring that your presence is felt around the site, customers and staff will find you more approachable and you will be more in tune with their needs and requests.

It is not advisable to 'lock yourself in the office' all day. While a big part of the job involves office / administrative type work, it is also a business of people and so the manager needs to be out there meeting people, listening to customers, and using their feedback to both retain existing customers and generate new ones.

It is also advisable that you walk the site regularly during your working day, to ensure that the business is running smoothly and that you meet clients and staff regularly.

(this manual was originally developed by Acacia Facilities Management but can be adopted to suit the needs of your organisation)

