

CIO Operations & Engagement Lead

Role Description — V1.00

Approved by the Board 19 August 2026

Hours: 28 hours per week.

Pay: National Living Wage (currently £12.71/hour).

Reports to: Centre Manager

Bedhampton Community Centre (Charitable Incorporated Organisation), Registered Charity 1177531

Role Purpose

The BCC CIO Operations & Engagement Lead plays a vital role in making sure that the CIO achieves its core charitable purpose as defined in its Constitution. The role owns the day-to-day operational running of the Centre's bookings, membership, volunteer programme and Programme of Events — freeing the Centre Manager to focus on strategic relationships, partnerships and community leadership.

This is a key customer- and community-facing role, central to BCC's financial sustainability and community engagement. The role is one of BCC's salaried posts and there is a high expectation of collaborative team working at all times.

Evening and weekend flexibility is required to support events, the Programme of Events and volunteer activity, in addition to the normal 4-day pattern. Additional hours worked are managed through Time Off in Lieu (TOIL) in line with BCC's standard contract terms: agreed in advance with the Centre Manager, banked hour-for-hour, logged and countersigned at the time, taken within 3 months of accrual, and capped at approximately 19 hours per month (the standard 24-hour monthly cap, pro rated for this role's hours). If evening or weekend work becomes a regular, predictable feature of the role rather than occasional event cover, the base 4-day pattern should be revisited with the Centre Manager rather than continuing to run a fifth day through TOIL.

What We Are Looking For

- Passionate about serving the Community and building successful relationships.
- A solid work ethic with minimal supervision, operating with a strong sense of integrity.
- Strong organisational skills, comfortable owning several parallel workstreams and prioritising independently.
- The ability to listen, communicate clearly and engage effectively, including with volunteers and members.
- Creative, organised and delivery-focused, with positive customer and community outcomes as a clear goal.
- Confident building and running group activity — comfortable recruiting, briefing and motivating volunteers.
- Willingness to remove waste and inefficiency.
- Advocate — willing to champion BCC's work through personal networks and community contacts, working alongside BCC's marketing lead on wider promotion.

Main Duties and Responsibilities

General

- Ensure BCC's purpose, vision, goals and activities, as outlined in its Constitution and other documents, are carried out.
- As part of the wider team, contribute to opening and closing the Community Centre at published times or to meet specific event timings.
- Ensure the safety and wellbeing of Centre users at all times.

- Act as first point of contact for customer bookings via the booking system, resolving diary conflicts directly and escalating genuine exceptions (large events, disputed Terms and Conditions) to the Centre Manager.
- Provide day-to-day cover for general hirer correspondence (phone and email) alongside the Centre Manager.
- Undertake other such duties and responsibilities commensurate with the role as and when required.

Membership Programme — Own and Manage

- Own the day-to-day running of BCC's membership programme, including welcoming new members, processing and chasing renewals, and acting as the main point of contact for membership queries.
- Maintain the Membership Tracker, working with the Book-keeper role for the financial reconciliation of renewal payments.
- Where membership benefits are not yet clearly documented, support the Centre Manager in formalising the current scheme.
- Recommend changes to membership benefits based on member feedback and usage patterns. Final decisions on benefit design and pricing remain with the Centre Manager, in consultation with the Treasurer, to protect the Centre's financial health.

Volunteer Engagement — Own and Manage

- Own the ongoing recruitment of volunteers: reviewing applications and running informal introductory conversations.
- Administer induction in line with BCC's Volunteer Recruitment and Induction Policy — issuing the Volunteer Agreement, role description and confirmation of appointment, and collecting references and induction paperwork.
- Note: final approval for a volunteer to begin a role — particularly where safeguarding checks are required for activity involving children or adults at risk — remains with the Centre Manager or the Safeguarding Lead Trustee.
- Act as the primary point of contact for BCC's regular volunteers, maintaining ongoing relationships and coordinating their regular activity rota.
- Organise volunteer recognition, morale and communication, including the weekly coffee rota, volunteer WhatsApp/email groups, and working towards establishing a dedicated volunteer social group over time (distinct from the Wednesday Afternoon Social Group, which is a public-facing BCC activity rather than a volunteer-only one).
- Maintain volunteer records (registration, references, support notes) accurately and confidentially, in line with BCC's data protection obligations.

Fundraising Group — Operational Lead

- Recruit, brief and run a standing volunteer fundraising group, supporting activities such as raffles, bake sales and sponsor outreach.
- Operate under the strategic direction of the Fundraising Trustee, to whom this activity reports for targets and overall direction.
- Ensure all cash and takings from fundraising activity are handed to the Book-keeper promptly for reconciliation, rather than held informally by volunteers.
- *Confirm licensing requirements (e.g. for any public collections) with the Fundraising Trustee before activity begins.*

Programme of Events — Own and Manage

- Own the strategy, planning and delivery of BCC's regular Programme of Events, such as the Wednesday Afternoon Social Group (its formal name), which currently acts as its flagship.
- Develop this strategy under the steer of the Fundraising Trustee, aligning with BCC's wider strategy to boost Centre utilisation.

- Plan, organise and run the Wednesday Afternoon Social Group and other regular community sessions, working towards the Group becoming increasingly self-sufficient over time (for example, more volunteer-led and/or better able to cover its own running costs).
- Identify opportunities to grow the programme over time, in coordination with the Centre Manager and Board.

Fundraising & Large Events — Planning and Delivery

- Identify fundraising opportunities in coordination with management/trustees.
- Run fundraising events and activities in line with BCC's policies and procedures, including securing appropriate approvals before proceeding to delivery.
- Plan proposals far enough ahead to avoid conflict with other major public events.
- Identify partnering opportunities with corporate sponsors.
- Ensure events cover their costs and, where possible, meet or exceed the financial targets set by the Trustees.
- On the day: ensure the venue is set up with safety in mind, deliver a successful event, and ensure appropriate access controls where ticketed.
- Take charge in the event of an emergency arising during an event, ensuring customer safety is paramount.
- Conduct a post-event wash-up to capture lessons learned and carry them forward to future events.

Promotion and Communications

- Work with BCC's Marketing & Social Media lead to promote events, the Programme of Events and the fundraising group across appropriate channels.
- Represent BCC positively through personal networks and community contacts.

Essential Qualities and Attributes

- Willingness and ability to understand and accept responsibilities, acting in the best interests of the organisation.
- Effective communication skills and willingness to participate actively in discussion.
- A strong personal commitment to equity, diversity and inclusion.
- Enthusiasm for BCC's vision and mission, and willingness to live and practise its values.
- Desire to be involved in the community and get to know local people.
- Commitment to Nolan's seven principles of public life: selflessness, integrity, objectivity, accountability, openness, honesty and leadership.
- A good ability to plan and prioritise own work across multiple concurrent workstreams, even with frequent customer and volunteer interactions.
- Good administrative skills with a high degree of accuracy and attention to detail.
- Comfortable using everyday IT systems, including email and Microsoft 365, spreadsheets, and BCC's booking system, with a willingness to learn new tools as needed.
- Ability to maintain confidentiality, particularly in handling volunteer and member personal data.
- Ability to develop professional and productive relationships with members of the public, staff, volunteers and partner organisations.
- Sensitive and effective interpersonal skills and emotional intelligence.
- Ability to exercise initiative and work independently, but also as a member of a team.
- Ability to work flexibly and adapt quickly and positively to change.