

Interim Community Hub Operations Manager

Job Description

Role: Interim Community Hub Operations Manager	Department: Buildings Operations
Reports to: CEO	Salary: £30,480 (£38,100 pro – rata) per annum
Location: The Eric Liddell Community	Type of contract: Fixed term until 30th March 2027 (with extension subject to review)
<p>Working hours and pattern: 30 hrs per week.</p> <ul style="list-style-type: none"> • Flexible working patterns - 30 hours, worked over 4 or 5 days. We're happy to discuss flexible working at the interview stage • Hybrid - Due to the nature of the role, on site presence is preferred. Up to 1 day per week working from home can be discussed at interview. • Out of Hours – Attendance at occasional evening or weekend events required e.g. quarterly Trustee meetings (early evening). 	

About The Eric Liddell Community

The Eric Liddell Community is a charity and vibrant community hub located in a historic building in Morningside, Edinburgh. Founded in memory of Olympic gold medallist Eric Liddell, our mission is to bring people together to enhance health and wellbeing and create a community where no one feels lonely or isolated. We provide specialist dementia care, support for unpaid carers, and a wide-ranging programme of community activities and events.

Our Community Hub is central to our mission and contributes vital income which supports our work with people living with dementia and carers. It combines a busy café, a charity shop, an Eric Liddell exhibition and room, office and residential property rental. The hub welcomes thousands of visitors every year and plays a central role in the life of the local community.

About the Job

The Community Hub Operations Manager will lead the day-to-day operation of The Eric Liddell Community Hub, ensuring it remains a welcoming, vibrant, safe and sustainable environment for everyone who uses it. Leading a team of staff and volunteers, the postholder will oversee front desk, cafe and caretaking operations, room rental and facilities management.

The successful postholder will also support the transformation of the Community Hub, helping to strengthen systems, refine roles and responsibilities, optimise the use of space and develop recommendations to maximise the income, impact and sustainability of the Hub.

About You

We are looking for an applicant with experience of the operational management of facilities with an excellent knowledge of health and safety. An experienced people manager, we are looking for someone with a collaborative style of leadership who can lead change. You will balance a

commercial understanding with an ability to work with a variety of stakeholders. You'll be positive and approachable with a 'can do' attitude.

Key Responsibilities

Community Hub Operations

- Lead the day-to-day operation of the Community Hub.
- Support effective coordination between front desk, café, and caretaking teams.
- Capture, monitor and analyse data and identify opportunities for improvement
- Ensure visitors, clients, customers and tenants receive a high level of customer service.
- Network with other community venues and capture innovative practice from across sectors
- Identify and implement opportunities to use digital tools and systems in our building operations

Income Generation and Financial Management

- Maximise sustainable income from the café, room rental, office rental and other uses of the building.
- Build and maintain strong relationships with tenants, negotiating contracts and ensuring they feel valued members of The Eric Liddell Community.
- Review the use of available space across the Hub, developing proposals for underused spaces and identifying opportunities to improve occupancy and long-term sustainability.
- Ensure that building income targets are met, value for money is achieved and invoices are received and paid on time.

Health and Safety and Facilities Management

- Manage supplier procurement, contracts and performance to ensure value for money and high-quality service delivery.
- Oversee repairs and maintenance, including managing building contractor relationships.
- Lead delivery of health & safety, fire safety and compliance responsibilities, ensuring staff and volunteers are appropriately trained and annual inspections are carried out where necessary.
- Ensure the building remains safe, clean, accessible and fit for purpose.
- Manage relationships with our IT and telephony providers, approving tickets and helping to trouble shoot problems for staff, tenants and volunteers.

Team Leadership

- Provide day-to-day leadership and support to front desk, caretaking and café staff.
- Lead the development of a positive volunteer experience within Community Hub operations, ensuring volunteers are effectively recruited, supported, recognised and retained.
- Coordinate the Team to ensure that cover is in place during periods of leave/absence

Strategic Leadership

- Act as a member of the leadership team, upholding our corporate values and leading by example.
- Contribute to organisational planning and continuous improvement.

- Support delivery of the organisation's strategic objectives, and the development of our next strategy.
- Prepare reports and updates for senior leadership and Trustees.
- To lead ELC's carbon neutral journey and sustainability.

Required Knowledge, Skills and Experience

Essential

- Experience managing building operations within a community, hospitality or public-facing environment
- Track record in facilities management and health and safety
- Organised and experienced managing multiple priorities and services simultaneously
- Experience of managing a team of staff
- Excellent communication and relationship management skills
- Proactive and self-motivated, with ability to solve problems and an eye for improving systems
- Ability to balance commercial awareness with social impact
- Confident managing budgets, assessing profitability and maximising value for money
- Experience managing external contractors and suppliers
- Experience implementing operational improvements or change projects

Desirable

- A keen interest in and understanding the work and mission of The Eric Liddell Community
- Qualification in facility management, health and safety and/or food hygiene
- Experience of working or volunteering within the charity or social enterprise sector
- Knowledge of Hallmaster and/or other venue booking systems
- Experience working with volunteers
- Confident user of digital tools including AI
- Experience in preparing/presenting Board and Committee reports for Trustees
- Understanding of environmental sustainability and carbon reduction

Terms and Conditions

The key responsibilities reflect the requirements of the job at the time of issue. The Eric Liddell Community reserves the right to amend these with appropriate consultation and/or request of the post-holder to undertake activities believed to be reasonable within the scope of the job or abilities.

Salary: £30,480 (£38,100 pro-rata)

Working Hours: 30 hours per week

Annual leave entitlement: 30 days inclusive of public holidays

Notice period: 3 months

Probation period: 3 months

Other benefits:

Company contributory pension scheme (4% employee matched by employer)
Occupational sick pay
Death in service cover
40% off food at our Community Hub Café, Café Connect
Edinburgh Leisure Community Access Programme Card – classes, gym and pool for £2 a class
Flexible TOIL approach

Values

All staff are expected to demonstrate the values of The Eric Liddell Community:

- Compassionate
- Respectful
- Inclusive
- People-centred
- Sustainable
- Led by integrity

Additional Information

Criminal record check (PVG)

We take safeguarding seriously and follow safe recruitment practices. This role will require a PVG (children and adults) check. At offer stage, as part of the conditional job offer, we will require the candidate to disclose in full, spent and unspent convictions by completing a declaration form. The declaration form will only be seen by those who need to see it as part of the recruitment process.

Equality, Diversity and Inclusion

The Eric Liddell Community is deeply committed to diversity, equity and inclusion. We actively encourage applications from people of all cultures, perspectives and lived experiences.

Reasonable Adjustments

We want to see every candidate performing at their best throughout the job application process, interview process and whilst at work. We are happy to make reasonable adjustments. If you require any support, please contact us directly.

How to Apply

Please send your application to molnarz@ericliddell.org by 9am Monday 29th June 2026:

- Your CV
- Covering letter

Interviews will be held in person at The Eric Liddell Community, 15 Morningside Road
Edinburgh, EH10 4DP during w/c 6th July 2026.

Unfortunately, we are unable to offer feedback to candidates who do not reach interview stage.