

Role:	Centre Facilities and Operations Manager
Place of Work:	Wolves Lane Centre, Wood Green, London N22
Salary:	£36,000 to £40,000, dependent on experience
Contract:	4 days per week (0.8 fte)   In person
Accountable to:	Wolves Lane Consortium Board

### An exciting time to join Wolves Lane Centre!

Wolves Lane Centre is a thriving 3 ½ acre community based working horticultural site and a much-loved local asset. Home to vibrant growing spaces, with a shop and café, offering events and learning programmes, and to become a hub for sustainable living. Through the recent completion of three new eco-buildings including a 150 person capacity community hall, the Centre is embarking on an exciting phase of development — and we’re looking for a highly motivated Facilities & Operations Manager to join us on this journey.

As we say goodbye to our much-valued Centre Manager of 5 years, who is now moving to pastures new, we have created this successor role to co-lead and to co-manage the Centre with and alongside the new role of Venue Hire & Events Manager. Together, and on behalf of the Board, you will help shape the Centre’s plans and deliver these alongside, with, and as part of the Centre’s team of six contracted staff, sessional staff, and volunteers.

### About the role

This is a senior, hands-on role reporting to the Wolves Lane Consortium board who hold the 25-year lease for the Centre. On their behalf you will lead the day-to-day running of the Centre, ensuring the facilities are fit for purpose, well maintained, safe, and welcoming. You’ll oversee operations, regulatory compliance, maintenance, budgets, people hire, and you’ll work closely with our Venue Hire & Events Manager to ensure that the Centre overall meets its strategic goals, annual plans, and continues to be a hub of community activity and pride.

You will co-lead and motivate the staff team through a people management approach that fosters a culture of ambition, collaboration, care, and success.

### We’re looking for someone who:

- Is highly motivated by our purpose and this role, proactive, and solutions-focused — with a “can-do” attitude.
- Brings strong experience in facilities and operations management, ideally in a customer-facing community or multi-use site.
- Can lead and inspire a team of staff, volunteers, and contractors.
- Has excellent knowledge of health & safety, compliance, and building maintenance.

- Is highly organised, great with budgets, and able to prioritise effectively in a busy, hands-on environment.

Is passionate about, and with experience in, community engagement, sustainability, and making a positive difference and impact.

### Why join us?

This is an exciting time to join Wolves Lane Centre. We're growing our impact, developing our facilities, and building our reputation as a hub of community, culture, and sustainability. You'll be at the heart of it all — making a real difference to the site, the team, and the people and communities we serve.

If you're ready to take on a rewarding role where no two days are the same, and you want to be part of something truly special, we'd love to hear from you.

### How to apply

To apply please send your CV with a covering letter that responds to the following four questions, the answers to which will inform your progression to the next stage. In answers that are no more than a couple of paragraphs please let us know:

#### ⇒ **1. Why are you interested in working for Wolves Lane Consortium?**

We're keen to understand your motivation to work with Wolves Lane Consortium. Please be specific about what appeals to you – whether it's our purpose, our values, the opportunities we offer, or something else that resonates with you.

#### ⇒ **2. What do you understand about the role you have applied for?**

We're keen to understand your motivation for this role. Please share your insights on the span of work you think you might be involved in and what you envision your day-to-day activities and inter-actions could look like

#### ⇒ **3. What specific technical skills, strengths, experiences, and character do you have that in your view would enable you to excel in this role?**

Your response will enable us to understand a little more about what you've done and who you are,

Your completed covering letter, addressing the questions above, and your cv should be sent to:  
[jobs@wolveslane.org](mailto:jobs@wolveslane.org)

Your completed application should be submitted to arrive no later than: Thursday 28<sup>th</sup> August

Interviews scheduled to take place: To be finalised | During week Wednesday 3<sup>rd</sup> September to Tuesday 9<sup>th</sup> September

## Role Purpose

This is a senior, hands-on role at Wolves Lane Centre, responsible for ensuring that the Centre's facilities, operations, and

hospitality services are safe, effective, and fit for purpose. This through overseeing the day-to-day running of the site — including its kitchen and hospitality areas — ensuring it remains a welcoming, functional, and supportive environment for centre based staff, volunteers, visitors, and hirers, while maintaining compliance with all regulatory requirements.

You will work closely with the Venue Hires & Events Manager to ensure the Centre runs smoothly, balancing operational excellence with strong community engagement and business sustainability. Together with the Venue Hires & Events Manager, you will also develop and deliver a Community Engagement Strategy & Action Plan that amplifies the Centre's reach and supports its mission as a vibrant community hub.

You will always act as an ambassador for the Wolves Lane Consortium and Centre, demonstrating the desired values and behaviours, and earning trust and respect in your conduct and contributions.

## Key Relationships

- Wolves Lane Consortium Board (reporting and strategic input)
- Venue Hires & Events Manager (close collaboration)
- WLC staff team including volunteers, contractors, suppliers
- Ubele CIC (Consortium co-managing steward and tenants of new office space) and Ubele's Black Rootz initiative (tenants of growing spaces)
- Resident & community organisations, groups and their members; visitors, and hospitality users

## Key Responsibilities & Accountabilities

### Leadership & Management

- Lead the day-to-day running of the Centre, ensuring operational effectiveness and fostering a positive, collaborative culture
- Support the Board with strategic planning and reporting on operational and Centre performance.
- Alongside and together with the Venue Hires & Events Manager, to deliver the Centre's strategic, business, and annual plans,
- Together with the Venue Hires & Events Manager co-develop and help implement a Community Engagement Strategy & Action Plan that animates the Centre's spaces, strengthens community ties, and attracts diverse audiences.

### Facilities, Hospitality & Compliance

- Ensure compliance with all legal and regulatory requirements (e.g., health & safety, food hygiene, safeguarding, licensing, employment law).
- Conduct regular health & safety and hygiene audits, oversee inspections, and ensure risk assessments and procedures are in place and up to date.
- Ensure all the Centre's facilities including indoor and outdoor working spaces, retail spaces, kitchen, new eco-buildings, landscaping, hospitality and communal areas are maintained to good standards, providing a safe and compliant environment for their intended purpose

- Oversee the provision of front-of-house, retail and hospitality services, including kitchen and café operations, ensuring they provide a positive on-site experience for all, and develop to attract, retain and grow footfall and dwell-time
- Manage and oversee all contractors, ensuring value for money and timely, high-quality work.
- Lead on responding to and managing building, facilities, and hospitality-related emergencies.

#### **Team & Resource Management**

- Recruit, onboard, and manage Centre-based staff, volunteers, apprentices, and work placements.
- Develop and implement procedures and systems to support operational and administrative functions.
- Manage the Centre's operational and hospitality budgets efficiently and effectively, optimising resources and driving cost savings where appropriate.

#### **Continuous Improvement & Sustainability**

- Seek opportunities to improve the Centre's facilities, hospitality, and operations to meet current and future needs.
- Promote and implement sustainable and environmentally responsible practices throughout the site, including kitchen and hospitality operations.
- Contribute to securing funding and investment for site improvements, development and growth as agreed with the Board.

#### **Key Competencies & Attributes**

- Proven experience in facilities, operations, and hospitality management, ideally in a community or multi-use customer facing site.
- Strong knowledge of health & safety, building maintenance and food hygiene
- Strong organisational and administrative skills with attention to detail.
- Proven ability to manage budgets and deliver value for money
- Strong leadership, team and people management skills.
- Setting performance goals and being accountable for delivery
- Resilient, proactive, and solutions-focused approach.
- Excellent communication and interpersonal skills.
- Commitment to community engagement, sustainability, and the Centre's mission.

#### **Qualifications & Experience**

##### **Ideal**

- Experience managing facilities, operations, and hospitality services in a comparable environment.
- Knowledge of legal and regulatory compliance obligations (e.g., H&S, food hygiene, safeguarding, licensing)
- Experience of: recruiting; leading and managing teams; coaching, supporting, managing staff
- Risk and Budget management experience and ability to optimise resources.

### Desirable

- Experience in a horticultural, environmental, or community-focused organisation.
- Knowledge of sustainable facilities and hospitality practices.
- Facilities or Hospitality Management qualifications (e.g., IWFM Level 4+, NEBOSH, IOSH, Food Hygiene Level 3)
- Member of related-professional association

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