



Peterborough CWRC  
58 Broadway  
Peterborough, PE1 1SU  
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T: 01223 321148 (Cambridge CWRC)

Job title	Centre Manager, Peterborough
Salary	£31,000 pro rata
Hours	18
Reporting to	CEO, Cambridge Women's Resources Centre, Cambridge
Location	Peterborough CWRC, 58 Broadway, Peterborough, PE1 1SU

### Role Summary

Could you lead and shape a vital women's service in Peterborough?

CWRC works with women so they can realise their potential in themselves, their families and their communities. We currently run two women's centres across Cambridgeshire—one in Cambridge and one in Peterborough.

CWRC Peterborough is looking for a dynamic, compassionate, and forward-thinking Centre Manager to lead on the continued growth of our Women's Centre, recently reopened following closure for a year for renovations. The service primarily supports women facing multiple disadvantages, with a focus on those affected by the criminal justice system.

This is an exciting opportunity to build a trauma-informed, vibrant women's service in an area facing significant deprivation, including women who have been involved in the criminal justice system. As Centre Manager, you will lead the development of the centre's services and partnerships, directly contributing to improved health, wellbeing and rehabilitation of women in Peterborough.

Whether you're an experienced women's sector professional, a community or probation worker ready to step into management, this role is a unique chance to shape a centre from the ground up—bringing vision, empathy, and leadership to make a real difference to women's lives in Peterborough.

Due to the nature of this service, this post is only open to female applicants. This post is exempt under the Equality Act 2010, Schedule 9, Part 1.

### Key Responsibilities

#### **Centre and Business Administration** (in conjunction with the CWRC Business Support Officer and CEO)

- Liaise with relevant service providers on building management issues
- Oversee the day-to-day running of the service, office and Centre.
- Ensure adequate office and centre supplies/equipment.
- Ensure compliance with Health & Safety and Fire Regs.
- Ensure adherence to building maintenance schedule

#### **Provide 1:1 support to women using the Centre:**

- Provide support for women relevant to their ambitions and challenges. This may include (but is not limited to) health and wellbeing, mitigating the impact of poverty, housing issues, benefits and finances, domestic and sexual abuse, pregnancy, maternity, parenting and families.

- Identify needs and develop plans to support women to improve health and wellbeing, find employment, training, volunteering or studying.
- Signpost and refer women to appropriate specialised support.
- Understand and implement risk assessment and safeguarding responsibilities.

#### **Data and monitoring**

- Ensure all key data is recorded in a timely and accurate manner on our CRM or SharePoint.
- Support the production of service monitoring reports

#### **Renovations** (in conjunction with CEO)

- Ensure the continuation of the renovations subject to funding
- Identify snagging for completed work
- Work with any contractors or Probation's Unpaid Work teams carrying out work on the building.

#### **Staff management** (in conjunction with the CWRC Business Support Officer and CEO)

- Line manage the Peterborough Centre Support Workers, including on HR matters, training, absences from work and staff wellbeing.
- Oversee cleaning staff
- Manage any Individual Placements from Probation's Unpaid Work team.

#### **Project Management** (in conjunction with CEO)

- Support and implement projects funded for delivery through the Peterborough Centre.

#### **Program and Course administration and facilitation:**

- Develop programs to be delivered from the centre
- Facilitate sessions
- Liaise with external facilitators
- Enter attendance registers.
- Prepare feedback and surveys and log responses.
- Liaise with BSO to set up schedules and courses on the CRM.

#### **Public face**

- Respond to Peterborough enquiries in person, by phone and by email and on CWRC social media platforms.
- Ensure all enquiries or requests for support are responded to within target times.
- Ensure all contact with CWRC's Peterborough users (women, professionals, service providers) is recorded on our CRM.
- Triage requests for support to the relevant worker.
- Welcome visitors, show people round and advise on activities and services.

#### **Communications** (in conjunction with the CEO and Comms Officer)

- Prepare visual assets for Centre services, activities and information.
- Promote our Peterborough courses and services on CWRC social media platforms.
- Promote the centre on professional social media.

- Keep the CWRC website updated.

**Contribute to the professional and supportive operation of CWRC:**

- Ensure all service users feel safe, welcomed and comfortable at CWRC.
- Ensure professional boundaries and conduct are always maintained.
- Ensure adherence to trauma-informed practice and principles.
- Act as an ambassador for CWRC.
- Ensure the Equal Opportunities Policy is consistently adhered to.
- Attend staff meetings and group training.
- Share information with other staff in the centre when applicable.
- Understand and adhere to safeguarding policies.
- Understand and adhere to data protection policies
- Identify the needs of women attending the centre and contribute to CWRC's development of workshops and courses to meet these needs.
- Undertake any duties within the centre should the need arise.
- Follow the policies and procedures of CWRC and keep up to date on training as relevant to post.
- Take part in appraisal and supervision processes.

Note - this is not an exhaustive list and you may be required to perform other reasonable duties.

**Person Specification**

Description	Desirable or essential
<b>Experience</b>	
Experience of empowering people with complex support needs to work towards their ambitions and overcome challenges.	Desirable
An understanding of the social and cultural issues women face on the basis of their sex.	Essential
Experience of office management, including Health and Safety and Fire regs.	Desirable
Knowledge of local services for women facing housing, benefits, mental health or domestic and sexual abuse issues.	Desirable
Strong co-ordination and organisational skills, with the ability to prioritise your workload.	Essential
A constructive, flexible, trauma-informed and positive approach towards working with women. Ability to work confidently within boundaries	Essential
<b>Skills</b>	



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A willingness to learn, accept guidance and work with women in a trauma-informed, non-judgemental way.	Essential
Able to use IT skills effectively, including Word, Excel & Outlook	Essential
Experience of Salesforce, or willingness to develop skills using online resources and in-person training.	Essential
Strong communication skills, being able to talk, and listen and write effectively.	Essential

### Terms and Conditions

<b>Location</b>	Cambridge Women's Resources Centre 58 Broadway, Peterborough, PE1 1SU  This post will include some outreach work at offsite locations. Hybrid working is also possible subject to service demands.
<b>Working pattern</b>	Two full days a week, there is flexibility on which days for the right candidate.
<b>Hours of work</b>	18 per week
<b>Length of appointment</b>	Fixed term for one year with a possibility to extend
<b>Probation period</b>	6 months
<b>Annual leave</b>	Pro rata 25 days, plus bank holidays.
<b>Pension eligibility</b>	Yes

### Screening Check Requirements

We have a legal responsibility to ensure that you have the right to work in the UK before you can start working for us. If you do not have the right to work in the UK already, any offer of employment we make to you will be conditional upon you gaining it. We will ask to see original paperwork confirming your right to work in the UK.

This role requires an enhanced Disclosure and Barring Service (DBS) check. Any offer of employment we make to you will be conditional upon the completion of this check to the satisfaction of CWRC. Please note that any past offending does not automatically exclude you from employment, each application is reviewed on a case-by-case basis.

### What can CWRC offer?



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CWRC recognises that our staff are our greatest asset. We want to deliver excellent, relevant services for women in Cambridge and beyond by attracting and retaining talented and motivated people. If you choose to come and work with us, you will find that we offer:

- **A supportive work environment** - You will receive a comprehensive induction and you will have a probation period to provide a supportive framework for reviewing your progress and discussing your training and development needs. You will be expected to have developed the skills to fulfil all role requirements within this period. Appropriate objectives will be discussed, agreed and reviewed regularly with your Line Manager so that your performance can be measured against these.
- **Training-** We recognise the importance of having a motivated and effective staff team. We offer on-going training to support you in your role.

### **Equality of Opportunity**

We are committed to a proactive approach to equality and diversity, which includes supporting and encouraging all underrepresented groups, promoting an inclusive culture and valuing diversity. We make selection decisions based on personal merit and an objective assessment against the criteria required for the post.

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### **Job Description Review**

From time to time, this job description will be reviewed in line with the requirements of the work and organisational development. The post holder will have full opportunity to discuss this and be active in any changes and developments.