



Role Outline

Centre Manager

Commitment: 5 days per week permanent role

Salary range: €42k to €45k dependent on experience

Location: The Common Knowledge Centre, The Burren, Co. Clare

Reports to: Co-CEOs | Members of the Management Team

About Common Knowledge

At Common Knowledge we believe that the solutions to the biggest challenges of our time already exist in our hands. Based in the Burren in County Clare, we are an award winning non profit social enterprise helping people to rediscover practical skills, rebuild confidence, and reconnect with community and nature.

Through hands on learning in building, making, mending, and growing and through shared action on land stewardship and climate solutions our work supports people to create sustainable lives that feel maintainable and connected. Our 50 acre centre is a living example of regeneration in action where visitors learn, stay, and take practical hope home with them.

We are growing a team of purpose driven people who want to be part of shaping a more sustainable future built by many hands.

Role Overview

The Centre Manager leads the day to day operations of The Common Knowledge Centre, ensuring an excellent experience for course participants, guests, partners, and community members on site. We welcome more than 1,500 overnight guests each year and have earned Fáilte Ireland Welcome Standard approval, with consistently high ratings across major review platforms. The role oversees hospitality operations, accommodation, and space rentals and

ensures the centre is welcoming, well managed, and aligned with our mission as a social enterprise.

This role works collaboratively with the Skillsharing Lead, Community Projects team, Marketing Manager, and Co CEOs to ensure seamless coordination across programmes and operations. It combines leadership, operational delivery, and business management in support of sustainability, regeneration, and community impact.

Your Mission

To lead and empower the onsite team so that every visitor feels cared for and supported while delivering a thriving hospitality and venue offering that strengthens both our financial sustainability and our social and environmental impact.

Core Responsibilities

Hospitality and Guest Experience

- Act as the primary front of house contact for visitors, guests, course participants, and space rental clients
- Ensure all guests feel welcome with their needs met throughout their stay
- Oversee accommodation operations and venue hire delivery to high standards of comfort, accessibility, and care
- Continuously improve guest satisfaction through feedback, evaluation, and reflection
- Represent the Centre at events, familiarisation visits, and promotional opportunities when appropriate

Business and Revenue Development

- Manage hospitality and venue hire operations as a business unit that supports our wider mission
- Strengthen and grow our regenerative tourism and venue hire offerings in alignment with our values

- Manage booking systems for accommodation, courses, and venue hire and respond to all incoming queries
- Collaborate with the Marketing Manager on sales, visibility, and outbound communication
- Contribute to service budgeting, forecasting, reporting, and financial accountability

Operations and Facilities

- Ensure smooth daily functioning of the centre including supplies, site presentation, and equipment needs
- Maintain and refine systems that support efficient delivery, positive experiences, and strong communication
- Identify and resolve issues that affect service delivery, safety, or site operations
- Maintain collaborative relationships with suppliers, contractors, and local stakeholders

People Leadership

- Recruit, rota, and support performance of hospitality, maintenance, and onsite volunteer teams
- Lead regular team meetings that reinforce clarity, alignment, quality, and morale
- Foster a positive, inclusive, and accountable workplace culture that supports growth and enjoyment
- Provide clear expectations, coaching, and support to ensure consistently high standards

Sustainability and Net Zero Integration

- Promote and embed sustainability practices across centre functions and procurement
- Partner with the Skillsharing Lead to deliver the Net Zero Action Plan and implement regenerative systems on site
- Support environmental monitoring and reporting including carbon, waste, and biodiversity indicators

Compliance and Risk Management

- Ensure regulatory compliance including fire safety, planning, accommodation licensing, and food hygiene standards
 - Maintain strong health and safety practices that protect visitors, staff, and volunteers
 - Maintain risk registers, induction processes, and emergency response plans
-

Development Opportunities

- Support cultural events, residencies, and experiences that bring the Common Knowledge ethos to life
 - Explore options for onsite ethical retail offerings for participants and visitors
 - Contribute to longer term improvements that enhance sustainability, accessibility, and guest experience
-

Required Skills and Experience

- Own car and full driving licence
 - Experience or strong interest in hospitality management and social enterprise
 - Proven ability to lead teams and manage busy operational environments
 - Strong organisational skills with ability to manage competing priorities
 - Above average digital literacy including booking and communication platforms
 - Enjoys problem solving, proactive solutions, and steady leadership in a dynamic setting
 - Confident communicator, comfortable in guest and public facing interactions
 - Based within reasonable commuting distance for on site presence
-

Personal Qualities

- Warm, welcoming, and people centred

- Practical, adaptable, and proactive
 - Calm and thoughtful in decision making
 - Committed to sustainability and continuous improvement
 - Enjoys being part of a mission driven organisation
-

Terms

- Full time permanent role, 5 days per week or 40 hours per week
 - Regular weekend work including up to two weekends per month
 - Three and six month review checkpoints for mutual fit and performance
 - Fully onsite role at our centre in the Burren
 - Salary range €42,000 to €45,000 depending on experience
-

Benefits

- Staff discounts and friends and family rates for all Common Knowledge events
 - Breakfast and lunch provided while courses and events are running during your shift
 - Opportunity to join the Member's Council after one year of continuous employment
-

Equal Opportunities

We are committed to building a diverse and inclusive social enterprise. We encourage applications from groups underrepresented in society including those disadvantaged by gender identity, nationality, neurodiversity, sex, marital status, family status, socioeconomic background, age, disability, sexual orientation, race, religion, and membership of Traveller or other minority ethnic groups.

If you have read this far

You might be the right person. Even if you do not meet every requirement, we would love to hear from you.