



JOB DESCRIPTION

JOB TITLE	Community Centre Administration Assistant - fixed term contract for 6 months
REPORTS TO	Community Centre Administrator
LOCATION	Hale Community Centre, 130 Upper Hale Road, Farnham GU9 0JH Please note: attendance in the Centre is essential, this is not a term time only position
HOURS	12 hours per week Tuesday: 9 – 3, Wednesday: 1.30 – 4.30, Thursday: 3 hours flexible
SALARY	£18,525 – £19,500 pro rata for hours worked

JOB SUMMARY

Background Information:

The Hale Community Centre is a community resource that provides a range of services, activities and meeting spaces for people of all ages in its neighbourhood. Our aim is to provide recreational, learning, business and social activities, which are accessible and affordable.

Job Summary

This is an exciting opportunity for someone who enjoys a varied role using a range of practical and customer service skills to become involved in a vibrant and growing community centre. We are looking for a Community Centre Assistant with excellent inter-personal skills to help support the smooth running of Hale Community Centre. You will need to be reliable and committed and provide efficient administration of bookings, and other administrative tasks associated with the running of the Community Centre in order to fulfil its aims and objectives in supporting the community.

KEY TASKS

Customer Service

- Maintain a professional and friendly service to all customers and users of the Centre, and build good relations with the local community
- Assist with enquiries including face to face, email, and telephone.
- Assist with the smooth running of the Centre

Reception

- Be the first point of contact for all community centre visitors
- Responsible for customer care and answering telephones
- Ensure good housekeeping of the Centre at all times
- Receive deliveries and complete the necessary paperwork
- Maintaining accurate key log system, ensuring keys are signed in and out
- Manage contractor maintenance visits

Bookings

- Support all hirers of the centre and ensure rooms and facilities are clean and tidy.
- Arrange catering and other requirements to fulfil bookings of events and meeting rooms
- Maintain spreadsheet to track deposits and payments for private and one off bookings, ensuring it is updated and requests for deposit refunds are actioned in a timely manner.
- Carry out room changes to facilitate client's preferences
- Conduct viewings prior to a booking and access and health and safety meetings with hirers

Administration

- Manage and maintain stocks of stationery and cleaning products
- To be responsible for First aid stock
- Report maintenance issues to Centre Administrator and recording details in the relevant file
- Carry out photocopying, printing and laminating when required

Publicity and Communications

- Network and promote Hale Community Centre to develop and maintain links with existing and new supporters
- Assist and support the promotion of activities, events and projects as required

Other Responsibilities and Job Requirements

- Ensure all lights and heating are working effectively and report defects to the Centre Administrator
- To be responsible for regular inspections of all rooms, ensuring they are presentable, clean and tidy
- Ensure kitchen is clean and tidy and dishwasher is run and emptied as required
- Assist the Centre Administrator in preparing health and safety risk assessments
- The post holder will require a flexible approach
- There will be a requirement to assist with setting up events rooms or dismantling tables and chairs to take to storage, therefore the post holder must be reasonably fit and able to do this.
- Ensure all our facilities are kept in good working order, carrying out visual checks of all facilities to identify upkeep, safety and repair issues.
- Participate in the planning of, and supporting the management of centre events
- Actively participate as a member of the staff team
- Undertake other duties commensurate with the level of post
- The ability to work flexibly and respond to the changing needs of the Centre is a crucial part of this role

HEALTH & SAFETY

1. Work in conjunction with the Centre Administrator to help ensure that the welfare of staff and public is fully considered in the design and implementation of any activity.
2. Ensure that health and safety is observed in the course of employment.

To apply:

Please send your CV and a covering letter (each of no more than two A4 pages) that summarises your interest in the role and details your ability to match the criteria.

We are aiming to appoint with a view to starting as soon as possible.

We aim to recruit the person most suited to the job and welcome applications from candidates of all backgrounds and from different sectors, and from people who have gained their skills outside formal employment.

If you would like an informal discussion and more information about this opportunity, please contact Cathy Burroughs, Centre Manager at manager@halecommunitycentre.org.uk or call 07471 180958.

Closing date: 28 October 2022