



Hale Community Centre

JOB DESCRIPTION

JOB TITLE	Community Centre Administrator – 18.5hrs per week
SALARY	Up to £23000 per annum (pro-rata) depending on skills and experience
REPORTS TO	Centre Manager
LOCATION	Hale Community Centre, 130 Upper Hale Road, Farnham GU9 0JH

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.

We have a great opportunity for someone who enjoys a varied role using a range of practical and customer service skills. You will need to be reliable and committed and provide efficient administration of bookings, payments, invoices and other administrative tasks associated with the running of the Community Centre. The Community Centre Administrator post will be responsible for the day-to-day running of the Centre.

KEY TASKS

Customer Service

- Deal with all enquiries including; face to face, email, telephone and web site
- Be the first point of contact for all community centre visitors

Bookings

- Maintain an effective system of administration and arrange the booking, hiring and invoicing procedures, working with the room booking volunteer
- Oversee management of the calendar to ensure that all groups are recorded and prioritised accordingly
- Consult with users to ensure services are appropriate and needs led; support regular hirers as required to enable their group to succeed

Administration

- Ensure the smooth running of the Centre and take responsibility for the security, health and safety and maintenance

Finance

- Oversee raising of invoices for room hire payment, check payments received, input correct data onto the finance system (Xero) and maintain an accurate record of income received including debtors list
- Pay cash and cheques into the bank, ensure all invoices and expenses claims for suppliers are paid in a timely manner and records are maintained

Publicity and Communications

- Oversee maintenance of the website and social media channels
- Produce publicity material including Centre Newsletter
- Network and promote Hale Community Centre to develop and maintain links with existing supporters
- Support and work alongside the Manager in the organisation and promotion of activities, events and projects as required

Other Responsibilities and Job Requirements

- The post holder will require a flexible approach and may be required to work weekends and evenings to support activities within the Centre
- There will be a requirement to assist with setting up events or dismantling tables and chairs to take to storage, therefore the post holder must be reasonably fit and able to do this.
- 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.

To apply please send your CV and covering letter stating why you feel you are suitable for this position to:

Cathy Burroughs, Hale Community Centre, 130 Upper Hale Road, Farnham, GU9 0JH

Or email to halecommunitycentre@gmail.com

Closing date: 7 February 2020 Interviews week commencing: 10 February 2020

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
Education/ Training/Qualifications	ECDL Certificate or equivalent experience. English and Maths GCSE grade C or above or equivalent.	Customer Service Qualification Health and Safety qualification First Aid qualification
Experience	Prior experience of reception work, customer service and administration. Able to manage basic financial systems	Leisure or community centre experience
Competencies	A pro-active, can do attitude. Accurate with good attention to detail. Able to show initiative. Excellent organisation skills. Excellent customer service skills. A good team player. The ability to communicate at all levels. Computer literate. Polite and friendly with an excellent telephone manner. Efficient and punctual. Have a proactive approach to work with the ability to prioritise multiple tasks The ability to work accurately and effectively with a minimum of supervision	
Values and Attitudes	Confident and professional. Committed Focused and flexible Amicable and approachable. Commitment to equality and diversity principles.	
Additional Requirements	Willingness to work evenings and weekends if required	