



Job Description and Person Specification

Post:	Community Centre Assistant (Facilities)
Reporting to:	Chief Executive
Responsible for:	None
Salary:	£14.26 per hour
Pension:	5% employer and 3% employee (<i>optional</i>)
Annual leave	5.6 days paid annual leave
Workings days	3 Saturdays or Sundays per calendar month from 9am until 5pm (+ overtime on Saturdays & Sundays when available)
Starting date	7 September 2024

Overview

Southside Community Centre Association SCIO is seeking to employ up to four postholders in order to support us to grow community use of our centre at weekends.

From September we will be open every Saturday and Sunday from 9:30am until 4:30pm, and will open outwith these hours for events as required.

We are looking for up to three employees, each to work a minimum of three Saturdays or Sundays per month.

Major tasks & activities

- 1. Keeping our building and grounds safe.** You will carry out regular walkabouts of our building and grounds to ensure that they are free of hazards and that centre users / visitors are respecting our building and each other. You will also respond to activations of the buildings fire alarm, panic alarm or intruder alarm. You will be trained to act as a First Aider and Fire Warden. You will liaise with our landlord and their contractors around any urgent or emergency repairs that may be required.
- 2. Providing excellent customer service.** You will provide a warm welcome to centre users / visitors greeting them as they navigate around the centre and grounds, proactively offering advice & support and responding positively to requests for assistance.
- 3. Promoting our centre to potential let holders.** You will provide advice to those making enquiries around booking spaces such as providing a tour of the centre, taking information from them, explaining opening hours & prices.

4. **Opening and closing our building.** As a keyholder you will be required to work through an opening up sequence and locking up sequence to ensure that the building is secure and safe for use.
5. **Ensuring our building & grounds are clean & tidy.** You will be required to undertake light spot cleaning as & when required to keep our building and grounds well presented.
6. **Preparing spaces for bookings.** You will be required to prepare spaces within the centre, such as our café, hall and general purpose rooms are set up to the requirements of those who have booked our spaces. And re-setting the rooms at the end of bookings.
7. **Maintaining our building and grounds.** You will be required to undertake some basic DIY tasks indoors and outdoors, as well as some light garden maintenance (such as weeding and watering).

Other tasks & activities

Working in a community centre requires a willingness to take on a number of ad hoc small tasks and activities in order to support the smooth running of the centre such as portering work, displaying information on noticeboards, sharing literature & leaflets with centre users.

Other notes

You will be required to remain onsite during your breaks, as such you will be paid for your breaks.

A uniform shall be provided to wear at all times whilst working including an ID badge, branded polio shirt and sweatshirt, trousers and safety boots.

Person specification

Knowledge and Experience	Essential	Desirable
Experience of working with a diverse range of community groups		✓
Experience of working within a similar setting		✓
Experience of working in a similar role		✓
Knowledge of safe working practices		✓
Aptitudes, Skills and Qualities		
Ability to work on own initiative and be a 'self starter' who can prioritise their workload, multi task and remain calm under pressure.	✓	
Willing and able to work flexible and unsocial hours.	✓	
Willingness to work additional hours to cover holidays, sickness, special events etc.	✓	
Excellent written and verbal communication skills, with suitable ICT skills (using Outlook, word, excel and the internet).	✓	
Enjoyment of working with community groups	✓	
Able to build strong relationships with centre users	✓	
The ability to be flexible and adaptable in performing tasks which are normally outside the job specification but considered commensurate with the role.	✓	