



Job Description and Person Specification

Post:	Community Centre Assistant (Facilities)
Reporting to:	Chief Executive
Responsible for:	None
Pay:	£16.35 – hours worked between 9am and 5pm. £20.44 – hours worked between 5pm and 8pm. £24.53 – hours worked beyond 8pm. <i>*If a shift is longer than eight hours, an additional £3 per hour is paid for all hours worked beyond eight hours.</i> <i>*We do not usually require the post holders to work during August however, a payment of three hundreds will be made to provide the post holders with financial resilience during that time.</i> <i>*Where a shift finishes at 10pm or later we shall provide a taxi allowance of up to twenty pounds so support the post holders in travelling home safely.</i>
Pension:	5% employee and 3% employer
Workings days	The post holder will work from 9am until 5pm one weekend day (Saturday or Sunday) per week. Usually on a repeating pattern of Saturdays one calendar month, then Sundays the next calendar month, and so on.
Starting date	Ideally immediate
How to apply	Complete and submit an application form to hello@southsidecommunitycentre.co.uk by 5pm on Friday 18 September 2026. Interviews will be held in Southside Community Centre week beginning Monday 21 September 2026. Please note that this vacancy may close early if there are a large number of candidates, as such early application are encouraged.

Overview

Our centre began regular weekend opening in September 2024, since then centre usage has grown and the variety of activities taking place has broadened. The post holder would be joining a group of three colleagues to oversee the building at weekends, on a rata basis.

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 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, and 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 polo 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 place setting		✓
Experience of working in a similar role		✓
Knowledge of safe working practices	✓	
Experience of lone working	✓	
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.	✓	
Ability to manage and defuse challenging behaviour and difficult situations.	✓	