
JOB DESCRIPTION

JOB TITLE	Community Centre Assistant – 20hrs per week plus holiday/sickness cover
SALARY	£15,950 per annum (pro-rata)
REPORTS TO	Programme Lead – Communities at Marsden Road
LOCATION	South Shields
TERMS & CONDITIONS	Standard Terms and Conditions. Will be required to work two weekdays 8.30am-2.30pm and Saturday 8.30pm-5.00pm

JOB SUMMARY

Background Information: Groundwork South Tyneside and Newcastle has been Changing Places and Changing Lives for 25 years through a variety of environmental, learning, health and skills programmes: <https://www.groundwork.org.uk/hubs/north-east-and-yorkshire/> . We are a fast paced and diverse charity with an excellent track record in partnership working and high quality delivery.

Marsden Road Health and Wellbeing Centre is a multi-use building that is adjacent to Marsden Road Health Centre. The provision at the Centre encompasses a number of areas including (but not limited to); community events, community charity shop, health activities, programmes and initiatives, the environment and Community group support. The post holder will support the day to day running of Marsden Road Health and Wellbeing Centre and will be responsible for administration tasks, updating and responding to social media posts, community engagement work, meeting and greeting visitors to the Centre, setting up rooms for meetings/functions, setting up the sports hall for activities/bookings and responding to general enquiries. There is also an element of housekeeping/cleaning required. Receiving donations from members of the public and then sorting and pricing stock. Some of the work will be desk based and involves using a PC and telephone.

The post holder is key to ensuring the relationships between all centre users and occupants are maintained and are positive. A major part of this role is to support the work of the Programme Lead who is responsible for engaging the wider community of the surrounding area to make the centre's offer relevant and attractive to the community it serves.

Cover will be required during staff holidays/sickness for the following core times Monday to Saturday: 8.30am – 9pm(Additional paid hours will be required to cover staff holidays) and will be on a shared rota.

KEY TASKS

1. Customer Service

- To deal with all enquiries including; face to face, email, telephone and social media
- To maintain a professional and friendly service to all customers and users of the Centre, and build good relations with the local community
- To arrange catering and other requirements to fulfil bookings of events and meeting rooms.
- To assist with the smooth running of the Centre
- To carry out room changes to facilitate clients preferences

2. Retail

- Encourage donations, record and organise stock.
- Demonstrate excellent customer service, by serving customers in a friendly manner and creating a rapport with regular customers.
- Handle cash transactions in line with company policies and procedures.
- Carry out housekeeping duties to maintain a safe and pleasant environment for customers, staff and volunteers.
- Assist the Programme Lead to support and motivate volunteers in line with company policies and procedures
- Support Programme Lead with the communications, marketing and evaluation plan for the shop
- Assist and support themed events and activities at the shop
- Complete an accurate stock taking system and sales log

3. Reception

- To be the first point of contact for all community centre visitors
- To be responsible for customer care and answering telephones
- To ensure good housekeeping of the reception areas at all times
- To manage sports and room booking system
- Receive payment for room and sports bookings, inputting correct data onto the system and maintaining an accurate cash register
- Receive deliveries and complete necessary paperwork
- Manage contractor maintenance visits, ensuring the contractor completes a permit to work
- Maintaining accurate key log system, ensuring keys are signed out/in
- Act as the first point of contact for potential volunteers, advising them of opportunities

4. Administration

- Typing and data entry
- Updating social media sites as required
- Cash handling
- Filing and retrieving information
- Manage and maintain stocks of stationery
- To prepare financial request forms such as purchase orders
- To be responsible for regular inspections of all rooms, ensuring they are presentable, clean and tidy
- To be responsible for First aid stock
- Reporting maintenance issues to Programme Lead or Property and Asset Manager and recording details in the relevant file

5. Other Responsibilities and Job Requirements

- To take a fire warden role and assist with fire drills and emergency evacuations as required
- To participate in the organisations appraisal process and undertake appropriate training and development activities
- The post holder will require a flexible approach and be available to work weekends and evenings to support activities within the Centre on a rota system
- 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. Manual handling training will be provided.
- There will be a requirement to deliver housekeeping services which will involve toilet cleaning, mopping and sweeping.
- To provide sickness and holiday cover for the other assistant posts
- 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

HEALTH & SAFETY

1. Work in conjunction with the team 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.

ADDITIONAL RESPONSIBILITIES

1. The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties that may be required from time to time within the general scope of the post.
2. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.
3. The post holder is required to carry out the duties in accordance with the company's Equal Opportunities Policies
4. A commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults, and reporting any concerns.
5. To be aware of, and comply with, all measures to support our environmental standard ISO14001
6. All employees have a responsibility of care for their own and others' health and safety.

PREPARED BY:

Edited by Rebecca Maw, Operations Manager Communities

DATE:

27th September 2019