

Part-time Hub Administrator Job Description

Note:

Waltham Forest Community Hub (WFCH) expects all its employees to have a full commitment to its Equal Opportunities Policy and acceptance of personal responsibility for its practical application. All employees are required to comply with and promote the policy and to ensure that discrimination is eliminated in service delivery. All employees are required to be DBS checked.

Designation of Post: Part-time Hub Administrator (21 hours)

Grade: Hourly rate £11

Public Relations:

Considerable importance is attached to the public relations aspect of all work undertaken by WFCH staff. It is the organisation's objective therefore, that all staff will always project to the public the image of the organisation as being anxious to assist wherever possible, and positively promote the work that the organisation carries out across its various services.

Job Purpose:

Providing overall administrative support to the Operations Manager. Duties include (but not exhaustive):

Be responsible for the day to day running of the building

- Line manage cleaners and ensure that they are adequately supported and supervised, creating rotas.
- Arrange building cover Monday to Sunday to ensure the building is open for customers' bookings.
- Ensuring we are compliant with health and safety procedures/legislation.
- Arrange quotes for essential building maintenance.
- Liaise with contractors to ensure any building work is carried out correctly.

Venue bookings:

- Publicising and promoting the space and resources available for hire to potential customers and networks.
- Be the 'face' of bookings ensuring prospective customers have the information they need to hire the venue and 'selling' the space for hire.
- Manage the bookings diary to ensure space is not double booked.
- Deal with all customer interaction regarding venue hire.

- Ensure all booking paperwork is collected and processed and booking confirmations despatched to customers.
- Collect all bookings payments.

Office Administration

- Taking and distributing messages to the staff team.
- Office inventory management including filing and other recording systems.
- Dealing with day-to-day routine queries of users and visitors, face to face, telephone and correspondence.
- Word processing, data inputting, and designing posters, flyers and leaflets (Word, Excel, Database and Adobe Photoshop).
- Undertaking standardised financial processes, e.g. Petty Cash and cash handling, preparation of cheques for invoices and payments.
- Opening and closing the building and managing the office.
- Liaising with and acting as point of contact for suppliers and service providers.
- Maintain a database of donors; users of the building, complying with GDPR.

Marketing and Communication

- Liaising with the Marketing and Communications Officer, to promote our work on social media and keep our website updated.
- Designing publicity materials such as leaflets, posters to promote the organisation as a venue to hire.

Organising events

- Support the staff team with organisation of community events and activities inc, liaison with donors; promoting events and raising our profile in the community
- Encourage supporters to donate to support our activities and cultivate relationships with new and existing donors.
- Participate, where appropriate, in networking activities to engage with potential partners and supporters.

General Duties and Responsibilities

- Undertake general research to support activities and produce reports as required.
- Attend staff meetings.
- Act as a responsible member of the team and carry out any reasonable duties as requested by the Operations Manager.
- Actively work with colleagues to support the delivery and maintenance of a quality, consistent, ethical and value based service.

Responsible to:

Operations Manager

Person Specification

	Essential	Desirable
Experience	<ul style="list-style-type: none"> ▪ Demonstrable experience of working within a community setting. ▪ Strong administrative experience. ▪ Working as part of a team. ▪ Organising admin systems and filing. ▪ Experience of handling sensitive issues. ▪ Experience of cash handling. ▪ Experience supervising staff. 	<ul style="list-style-type: none"> ▪ Experience of event organising. ▪ Fundraising.
Special abilities/aptitude	<ul style="list-style-type: none"> ▪ Ability to develop and manage information systems. ▪ Ability to manage an office diary. ▪ Office organisation and administrative skills. ▪ Good written and spoken communication skills. ▪ Able to ensure confidentiality. ▪ IT skills (Word, Excel, outlook). ▪ Ability to prioritise and manage own workload. ▪ Excellent customer service skills. ▪ Flexible approach – able to work occasional evening and weekends. 	
Other job specific requirements	<ul style="list-style-type: none"> ▪ Good knowledge of the functions of the functions of a Community Centre and a Charity. ▪ Commitment to the WFCH’s Equal Opportunities Policy and acceptance of their responsibility for its practical application. ▪ To understand and comply with the requirements of the Health and Safety at Work Act 1974. 	<ul style="list-style-type: none"> ▪ Experience of working in sectors offering support to young people and senior citizens.
Education and training	<ul style="list-style-type: none"> ▪ A good standard of general education. ▪ The ability to speak fluent English. 	

Disqualifying Factors:

- Indication of sexist, racist, anti-disability, ageist, anti-gay, anti-lesbian, anti-transgender or any other attitudes inconsistent with the Centre’s Equal Opportunities Policy.
- Evidence of insensitivity towards the needs of those facing Economic disadvantage.