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**St Werburghs Centre**

**Centre Assistant**

**Part time: 15 hours per week over 3 days (Mondays, Wednesdays and Thursdays)**

**Job Description & Person Specification**

**Main purpose of the job:**

St Werburghs Community Association is looking to appoint an enthusiastic, capable and reliable individual for this key role. The role is to represent the interests of St Werburghs Community Centre in welcoming visitors to the Centre and supporting Centre administration and reception. The appointed person will provide excellent customer service to members, tenants, event organisers and all visitors to the Centre in a friendly and professional manner.

As Centre Assistant you will have excellent administration, communication and IT skills, and be responsible for facilitating access to the Centre, our rooms and equipment needed for sessions. You will be based at Reception and manage access to our public space including Open Access computers during weekday opening hours.

As part of a small staff team, it is essential that the candidate is reliable, self-motivated, enjoys working in a busy environment, can organise and prioritise their own workload, and is proactive. Some experience of administration, the operation of facilities and dealing with the public is essential.

**Salary:** salary between £23,893 and £24,294 per annum (FTE) starting at the lower rate.

**Hours:** 15 hours per week – Mondays, Wednesdays and Thursdays starting between 8am and 9am finishing between 2pm and 3pm (depending on bookings)

**Start day:** as soon as possible.

**Probationary period:** 6 months

**Accountable to:** Centre Coordinator

**Based at:** Reception, St Werburghs Community Centre, Horley Road, Bristol, BS2 9TJ

**Benefits:** in house training, health & safety training, Employee Assistance Programme, Nest pension, Company sick pay.

**Summary of the organisation and role**

St Werburghs Community Centre is one of Bristol’s busiest and most loved community buildings. It offers a range of meeting rooms and event spaces within its beautiful Victorian building and the modern eco-friendly annexe.

**Tasks**

* To act on behalf of St Werburghs Community Centre as Front of House and administration support. To facilitate the smooth running of the day-to-day activities, specifically, to provide a professional and friendly welcome to all visitors, including tenants, staff and public computers’ users.
* To set up and clear rooms, ensure refreshments are set out and cleared away in a timely fashion, provide tech assistance and anything else required by our customers.
* To ensure general good appearance of the centre and ensuring H&S of the site, for example making sure the corridors and walkways are clear during the day.
* To respond to requests over the phone, e-mail and face-to-face regarding room set up, deal with enquiries regarding room availability and bookings using our OnCentre database, assist with availability and any bookings for our projects.
* To ensure the current timetable, website and room booking publicity are up to date, and easily accessible to all.
* To maintain clear records of correspondence, accessible to all relevant staff.
* To process cash and card payments following financial procedures and carry out routine administration tasks, data collection and entry.
* To assist at our own events’ organisation, digital marketing, promotion and post production.
* To report repairs or defects on the premises using relevant systems.
* To undertake any other duties as may from time to time be required.
* To work within St Werburghs Community Association’s Health and Safety, GDPR, Safeguarding, Sustainability and Equal Opportunities Policies.

**Person Specification**

Friendly, open minded and outgoing individual.

Enthusiastic about the work of St Werburghs Community Association and the effective delivery of customer service in ensuring a positive visitor experience for all visitors to the Centre.

A strong aptitude for administration processes and procedures, with good attention to detail.

A positive team player who takes initiative with a ‘can do’ attitude and natural helpful manner. Respectful and committed to Equality and Diversity with an understanding of inclusion in relation to all aspects of identity.

**Essential**

* Excellent communication skills.
* Sound administration skills and experience.
* Friendliness and confidence.
* The ability to multitask.
* The ability to follow written instructions and work independently with confidence and minimal supervision.
* Experience of customer service and administration (voluntary or paid).
* Attention to detail and accuracy in entering data, including financial records.
* IT skills including Microsoft Office, Outlook, databases and shared calendars.
* We need somebody who enjoys working in a busy environment, can organise and prioritise their own workload, and is proactive.
* Must be reliable, well organised and prompt.
* Be able to lift furniture as necessary for room set ups.
* Commitment to the values of equal opportunities.
* Willingness to learn new skills, as appropriate.

**Desirable**

* Knowledge of the local community.
* Experience of hospitality work.
* Volunteering for community projects.
* Experience of assisting with events.
* Training in:
* Customer Service
* Dealing with Challenging Behaviour
* First Aid
* Fire Marshall
* Equality & Diversity

This training will be provided if you do not already have it.

St Werburghs Community Centre, Horley Road, St Werburghs, Bristol, BS2 9TJ, Tel. 0117 955 1351

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