



Job Description

1. **Job Title** Clanfield Centre Co-ordinator & Duty Manager
2. **Hours** 24 hours per week
3. **Pay Band** B
4. **Responsible to** Centre Manager
5. **Office base** Endal Way, Clanfield Hampshire PO8 0YF
6. **Contract** Permanent

Job Purpose

Your job is to help ensure the smooth day-to-day running and operation of a busy vibrant Centre and Wellbeing café, providing services for a diverse community and wide range of user groups. You will also be responsible for the delivery of effective administrative systems and be the day-to-day interface with cafe users, suppliers, service providers. You will work closely with the Centre Manager and other colleagues in Clanfield centre to develop new custom and to promote the Wellbeing café to a wide audience in and around the Clanfield Centre, encouraging more people to use the café and the Clanfield Centre.

Responsibilities

Administration and co-ordination

- To operate the reception function of the café, taking accurate food & drink orders, preparing food, serving, clearing and cleaning tables & chairs
- Place timely food orders with suppliers to ensure continuity of supply to meet demands/ ensuring good availability and selection of all menu and drink items
- Observe all and prepare food in line with all food hygiene regulations
- To ensure that allergy notices are display on food counters
- To organise and maintain efficient administrative systems
- To ensure all monies are counted, tally, secured and or banked
- Occasionally, deputise for the Centre Manager including acting as the main point of contact and ensuring that all aspects of safety and compliance are met in both the café & overall centre
- To take responsibility for the centre as a duty manager when the centre manager is off shift and/or off site, which will involve opening up and locking up the centre at the beginning and end of days worked.

- To provide additional support for the with set up/pack down of sporting equipment activities and ensure thorough equipment cleaning is carried out before different activity, when time allows
- To manage the ICT functions and requirements of the centre including telephones and IT, liaising with external ICT support as and when required to carry out upgrades and report faults.
- General office duties including ordering supplies and maintaining financial records.

Marketing and Promotion

- To communicate in a professional, constructive and non-discriminatory manner with all customers, centre users, hirers and members of the public, where necessary referring concerns or complaints to your line manager.
- Help to develop ideas for and help market available space for use and hire by local people and groups including function suite, meeting rooms, office space, café and potentially externally catering opportunities
- To help manage and maintain the web site and other social media sites.
- To help organise and put on events for wider community and for showcasing what the Clanfield Centre has to offer by way of facilities.
- To contribute to the wider development and promotion of the centre.

Supporting Volunteers Staff and Health & Safety

- Help recruit, train and support volunteers working in the café/ centre including those on reception and those working in other areas to help manage and promote the building and facilities on offer.
- To act as point of contact for staff and volunteers at the centre.
- Demonstrate a commitment to Equal Opportunities.
- Ensure risk assessments are carried out for safe operation.
- Support the Centre Manager in ensuring that services are delivered safely and are compliant with Community First Health and Safety policies and all other legal requirements.
- Maintain first aid kits and manage the accident book to record and log any incidents or accidents. In case of an emergency act as administrative co-ordinator to ensure emergency services or other support is directed efficiently to wherever it is required.
- Take part in Clanfield Centre team meetings and briefings.
- Undergo and take part in relevant training with other staff and volunteers.

General

- To demonstrate a flexible attitude to the work environment and to work a flexible rota.
- To co-operate with colleagues throughout Community First to enhance the development and effectiveness of the Clanfield Centre and support its integration with other Community First teams and services.
- Carry out any other appropriate duties as reasonably requested.

Clauses Common to All Community First Job Descriptions

- To promote Community First's Equal Opportunities and Diversity policy.
- To comply with all Community First policies and Conditions of Service as laid out in the Community First Staff Handbook.
- In discharging the duties of the post to have due regard to the provisions of Health & Safety at work legislation.
- To undertake such additional responsibilities appropriate to the role as may be required and agreed by the funding partners, commensurate with the grade and responsibilities of the post.



Person Specification

You will have some practical experience and knowledge of the community and voluntary sector gained either through work or volunteering and some experience of working or volunteering in a community, café and/ or sports centre setting.

Essential

You will:

- Be Approachable
- Enthusiastic and willing to learn
- Have good numerical skills
- Have excellent ICT skills and be adept in Word, Excel, and use of online social media and websites
- Have effective communication skills both verbal and written
- Be good at organising and prioritising work
- Be able to work in a busy demanding environment
- Be able to work as part of a team
- Be flexible and cover for other staff or fill in where required to get the job done.
- Be prepared to learn on the job and take on additional responsibilities and tasks
- Show commitment to Equal Opportunities

Desirable

You will:

- Have good basic education recognising that attitude and application is more important in this role than level of qualifications but be prepared to learn new skills
- Have some knowledge and awareness of managing staff or volunteer
- Have experience of working with or within diverse communities
- Be able to work with different organisations, i.e. educational, arts, voluntary, statutory, large and small
- Have effective social media skills and interest in using social media to publicise activities and events
- Some experience of designing and producing publicity material
- Experience of managing and organising events
- Be creative and willing to suggest new ideas to attract new users