

Community Centre Coordinator

Place of work: Kings Weald Community Centre, Burgess Hill

Responsible to: Premises Manager

Brief overview of the role:

As the Community Centre Coordinator, you'll collaborate closely with the Premises Manager and Centre Coordinator(s) to organise, oversee, and sustain activities, bookings, and user engagements. You'll serve as the primary contact for all matters related to the building, playing a pivotal role in maintaining its functionality and enhancing its overall impact.

Main duties:

Centre Management

- Adhere to all legal compliance and Age UK West Sussex Brighton & Hove (AUKWSBH) policies and procedures in managing of the centre.
- Ensure the effective and safe day-to-day running of the centre for the benefit of users and hirers.
- Answer the phone, manage email correspondence and face to face enquiries for the centre.
- With the Premises Manager, support the effective maintenance of the centre - including programmes, supervising contactors and others regarding work in the centre.
- With the Premises Manager, ensure policies and procedures for using the centre are up to date and take responsibility to ensure that these are complied with.
- Effectively manage storage space and equipment use within the centre.
- Support the smooth administration of bookings and relationships between those using the centre.
- Be a responsible key holder for the centre.

People management

- Provide support to volunteers and others to ensure they are effectively engaged to help deliver a high-quality service in running of the centre.
- Develop effective relationships between staff, contractors, volunteers and centre hirers, to ensure the smooth running of the centre and its activities.
- Work with local partners to ensure activities at the centre compliment others provided in the area.
- With the Premises Manager, ensure the local needs and wants of the immediate local community are captured (through questionnaires, surveys, working groups or forums) and reflected in the offer at the centre through effective communication channels.
- Work with the AUKWSBH Communications Team to effectively promote the centre and its programme of activities and coordinate the facility's social media presence.

Centre programme

- Support the development of the offer at the centre, based on the needs and wants of the local people, groups and hirers whilst ensuring financial sustainability of the centre.
- Support the regular review of all activities and monitor attendance, quality and feedback, and respond accordingly to ensure the centre is safe, the offer is varied, and centre is well-used.
- Support the development and marketing of local services and activities to be run from the centre, including conferences, open days, ad hoc social events in collaboration with the communications team.

Financial management and administration

- Maintain accurate records of attendances, hirers and any other use for monitoring and billing purposes.
- Lead on administering invoicing, rental agreements and any other paperwork in relation to hirers and users of the centre.
- Manage petty cash in line with organisational financial procedures.
- Regularly review processes and procedures to ensure they are efficient, effective and financially sound.

Sustainability

- Ensure the centre and all activities have minimal environmental impact and review this on a regular basis.

Governance

- Adhere to all health and safety, and legal requirements in line AUKWSBH policies and procedures including monitoring and taking appropriate, prompt action to ensure compliance.
- Ensure effective leadership in relation to compliance with statutory and organisational safeguarding policies and procedures.
- Ensure data and admin processes are adhered to in line with AUKWSBH policies and legislation of the General Data Protection Act (GDPR) 2018.
- Regularly and accurately update Charitylog and provide statistical and monitoring information as required.
- Attend relevant and mandatory training as required.
- Monitor hazards and risks and implement relevant organisation processes including but not restricted to: Health & Safety, HR, Information Governance and GDPR and reputational risk.
- Help deliver the objectives as set out in the organisational strategic plan.
- Undertake any other duties appropriate within the role as may reasonably be required by AUKWSBH.

Key contacts and relationships

The role will work closely with the Premises Manager, Mid Sussex Development Manager and service managers across AUKWSBH to ensure a coordinated programme of activities. This will be in addition to overseeing and working with third parties and partners' use of the facility.

External relationships are also key to the success of this role, this will include Mid Sussex District Council.

Equal opportunities

AUKWSBH is committed to anti-discriminatory policies and practices, and it is essential that the postholder is willing to make a positive contribution to their promotion and implementation.

Scope of job description

This job description reflects the immediate requirements and responsibilities of the post. It is not an exhaustive list of the duties but gives a general indication of work undertaken which may vary in detail in the light of changing demands and priorities. Substantial changes will be carried out in consultation with the post holder.

Person Specification – Community Centre Coordinator

Experience	Essential	Desirable
Experience or knowledge of centre management and relevant health and safety regulations in relation to this.	√	
Excellent customer service skills. The ability to be welcoming, inclusive and engage, connect and build rapport easily with people	√	
Proven experience of effectively supporting others eg volunteers to deliver an excellent service	√	
Proven excellent organisational skills that make most efficient use of time.	√	
Excellent IT and computer skills including good working knowledge of email, excel and other Microsoft packages.	√	
A can-do, positive and professional attitude that can be flexible and adapt to change and challenges quickly with the skills to manage conflict effectively.	√	
Ability to open and close a centre and be a responsible key-holder.	√	
Willingness to undertake required training such as First Aid at work.	√	
A commitment to equality and inclusivity across all aspects of this role.	√	
An understanding of and interest in older people, their situations and the opportunities they may want and/or need.		√
Experience of community development.		√
Ability to design and produce creative and effective marketing to help promote services or the centre.		√
Experience of working with Xero.		√
Experience of booking software.		√