

**Job Description**

**Role: Part Time Centre Administrator**

**Location:** Craigsfarm Community Hub, Maree Walk, Craigshill, Livingston, EH54 5BP

**Contract:** Permanent

**Hours:** 16-22 hours per week

**Salary: £18,772 pro rata**

**Start Date: ASAP**

**Line Manager:** Craigsfarm Community Hub Manager

**Closing Date: Friday 2 September 2022**

**Background**

Craigsfarm is a much-loved community facility based Craigshill in Livingston and has been at the heart of community life for over 50 years. After securing investment from a range of funders for redevelopment, Craigsfarm re-opened in 2018 as a modern and vibrant community hub offering a range of new services in a new purpose built space and uses an older Barn building as part of the campus.

Craigsfarm Community Development Project (CFCDP) is now currently seeking to employ a part time Centre Administrator to provide administrative and financial support to the Hub Manager, Community Programmes Manager, Finance Assistant and the Board of Directors.

The role of the Centre Administrator is varied and encompasses many aspects. The post holder will work flexibly with all areas of the business to provide professional support and service.

**Main Duties and Experience**

The post holder will support the work of the Hub by:

* Being the first point of reference for any visitors or users of the Hub at the reception desk and dealing with visitors and contractors.
* Dealing with existing room bookings, tenants, and potential room bookings
* Showing prospective customers around the facilities in anticipation of room and facility booking
* Negotiate with prospective users of the Hub as to the requirements of each of the bookings accepted including the use of the Booking Terms and Conditions to ensure all bookings comply with the rules of bookings
* Ensuring pre-payment of bookings using our finance system, Xero
* Ensuring the Centre Activity Diary is updated daily
* Processing end of booking invoices and regular user invoices
* Providing administrative support to the Community Programmes Manager and supporting the courses and programmes we run as part of our Community Wellbeing and Resilience Programme at the Hub
* Keeping records of programme registrations, programme evaluations and other programme information including end of course evaluations.
* Contributing to the social media presence of the Hub including posting on Facebook, Instagram, and Twitter

All the responsibilities and duties are to be carried out according to CFCDP’s Staff Code of Conduct, our standards, policies and procedures and in conjunction with the organisation's Safeguarding regulations and practice.

This job description is not exhaustive, it merely acts as a guide and may be amended to meet the changing requirements of CFCDP at any time after discussion with the post holder.

**Person Specification**

**Qualifications/Experience**

**Essential**

* A minimum of 2 years’ experience working in a administrative role
* Experience of using Excel and Xero for processing income and expenditure including payments and reporting.
* Experience of designing forms, collating information, and presenting information for funders.
* Working as part of a small team

**Desirable**

* An understanding Customer service techniques including troubleshooting issues.
* Relevant work experience in a similar community focused organisation or similar

**Skills and Abilities**

**Essential**

* Excellent IT skills in a community-based environment.
* Ability to work as part of a team and build relationships both internally and externally
* Excellent admin skills with a high degree of accuracy and attention to detail
* High level of written and verbal communication
* Posting on social media in conjunction with existing staff at the Hub

**Desirable**

* Good analytical and evaluation skills with the ability to interpret information relating to our community programmes.

**Personal Qualities**

**Essential**

* Strong communication and interpersonal skills with the ability to communicate well at Board, staff, and customer level
* Strong organisational skills with the ability to plan and organise work,
* work to deadlines and managing several competing priorities
* Ability to work calmly under pressure maintaining a ‘can do’ attitude
* Being a team player

Application is by CV detailing previous experience. Completed CV’s should be sent to the Hub Manager, Kate Storrow by Friday 2 September 2022. The email address for any questions or queries or for submitting the CV application is [info@craigsfarm.org.uk](mailto:info@craigsfarm.org.uk)