

## **St Werburghs Centre - Centre Assistant: Communications & Outreach Focus Job Description & Person Specification**

St Werburghs Community Centre is one of busiest and most loved community buildings in Bristol. It accommodates 80,000 individual visits per annum and delivers grant-funded services and events for local people which focus on community cohesion, wellbeing, digital inclusion, food and social equality, economic growth and access to information, services and opportunities. We also offer a range of meeting rooms and event spaces within our beautiful Victorian building and the modern eco-friendly annexe, which host a variety of classes, support sessions, courses and private functions.

The team and the board are delighted to offer three Kick Start opportunities and involve Young People in the operations of our facilities.

**Role** Centre Assistant: Communications & Outreach Focus

**Location** St Werburghs Community Centre, Horley Road, Bristol, BS2 9TJ

**Accountable to** Centre Coordinator

**Pay** £8.91 per hour (national Living Wage for over 25's – SWCA commit to paying this as a minimum to all employees regardless of age).

**Hours:** 25 hours a week to include evenings and weekends. Up to 10 hours per week will be on your focus area.

Shift Patterns: Monday - Friday: Day time between 8.30am & 5pm

Monday - Friday: Evening between 4.30pm & 10pm

Weekend - Day time between 8.30am & 4pm

Weekend - Evening between 3.30pm & 10pm (occasionally later)

**Term** 6 months' starting June 2021 with possibility of extending

### **Benefits of working with us:**

Employability Support

Access to training and learning opportunities

Mentoring

Gain transferrable skills and improve career prospects

Working for an organisation with community focus and leadership

## **Job description**

### **Purpose of job:**

We need somebody who is interested in all aspects of running a busy community centre, and who is happy to work outside of 'normal' office hours, when required. They will be working on a rota across our operating hours with two other Centre Assistants, in a diverse team of office, services and duty managers' staff to provide a welcoming and inclusive environment for all our users, helping with the day to day running of the Centre. We are looking for individuals keen to learn and gain meaningful work experience.

### **This includes key tasks:**

- Dealing with all Centre users in a welcoming and friendly manner, treating everyone with respect and following SWCA policies and procedures should any problems/issues arise during duty hours.
- Being the first point of contact for people using the premises during some shifts, and to introduce new people and/or groups to the Centre and its' housekeeping arrangements e.g. fire procedures, toilets, refreshments, etc.
- Helping office staff with general office duties including photocopying, sorting out stationary supplies, data entry.
- Setting up and taking down rooms for our users – organising furniture, flip charts and other equipment. Some cleaning may be needed.
- Preparing refreshments for user groups. This includes shopping for tea, coffee and milk and setting them out, washing up used cups etc.
- Ensuring that the Centre's services, events and projects are known to local groups and organisations by sharing information and reaching out to them.
- Assisting the Digital Marketing, Inclusion and Communications Officer in the delivery of the Centre's new communications strategy.
- Assisting in communications with our 200+ Member Groups who use the Centre on ongoing basis.
- To act as a key holder and be responsible for the security of the premises during evening duty hours, including locking up and alarming of buildings and the site gates; to ensure safe pedestrian access via corridors and to the building, especially during inclement weather.
- To undertake any other appropriate duties that may from time to time be requested.

## **Person Specification:**

This part of the job description describes the skills and experience any applicant must demonstrate to be shortlisted for an interview. Whilst being succinct, your application must show, in detail, how you meet these criteria. Your experience may be personal, in a volunteer capacity or from something you like doing in your free time.

### **Essential**

1. Be between 16 – 24 years of age and must be currently on Universal Credit.
2. Experience of environments that involve contact with a wide range of people from a variety of backgrounds and ages.
3. Ability to handle a range of physical work including moving furniture.
4. Ability to use and learn further: social media, email and website CMS.
5. Knowledge of health & safety principles and willingness to be trained further.
6. Must be able to take on the role of Emergency First Aider (training will be provided, if necessary).
7. Confidence to work without supervision and alone in and around the building, using initiative to solve problems and communicate with the team that work different shifts.
8. We need somebody who enjoys working in a busy environment, can organise and prioritise their own workload, is able to multitask and is proactive.
9. Flexibility is essential - we are a small team and need people willing to undertake a range of duties outside the key tasks when required.

### **Desirable**

1. Understanding of the local area.
2. Have excellent customer service and communication skills, be energetic and willing, have “hands on/get stuck in” approach.
3. Experience of using social media, email and internet for communications.
4. Ability to speak another language used in our communities could be an advantage in this role.