

JOB DESCRIPTION: CENTRE ASSISTANT

Place of work: The Beacon, Hunterfield Road, Gorebridge EH23 4TT

Hours: 17.5 hours pw (including evening and weekends)

Salary: 8.45 per hour + 5% pension contribution

Probationary Period: 3 months

Term: Fixed term until December 2020, this post is funded by the National Lottery through the Big Lottery Fund

Reports to: The Centre Manager and through them to the Development Trust Manager and Board of Trustees.

BACKGROUND:

Gorebridge Community Development Trust is a community-owned and managed Scottish Charity helping the community regenerate Gorebridge, alleviate the impact of post-industrial decline and create a vibrant, dynamic, proud and close-knit community. The Trust is at the heart of community, economic, environmental and social regeneration activity, and has active partnerships with statutory and local agencies working across a wide range of issues concerning Gorebridge. The Trust has a 14-year track record in successfully developing a wide range of community initiatives.

The Trust has completed the construction of The Beacon, an 8000 square foot multi-purpose community facility based in the heart of Gorebridge. It consists of:

- a family learning centre;
- a cafe;
- a medium size general purpose room;
- a large hall which can be partitioned into three;
- an office for GCDT;
- four x 4-person offices;
- one x 7-person office
- a meeting room (for up to ten people).

Its conception was led by the community; its physical development was overseen by the community and it will be delivered and managed by the community.



PURPOSE OF POST

To support Gorebridge Community Development Trust in the efficient management and operational success of the Beacon, for the benefit of all users.

MAIN DUTIES

Facilities Management

- Opening and closing of the Community Hub, including key holding, and ensuring the security of the building
- General cleaning duties to ensure The Beacon is fit for all users
- Fire safety implementation and checking
- Health & Safety implementation including assessing risks and reporting when required
- Ensuring the building's installations are working daily
- Undertake small maintenance jobs
- Dealing with external contractors on relevant issues
- General maintenance of grounds and external landscaping, including litter picking
- Electrical testing of all equipment
- Maintain maintenance logs
- Other routine maintenance duties as assigned

Supporting Beacon activity

- Ensure that users have the furniture, equipment and other items that they require for their events or activities
- Maintain the secure storage unit for all items stored on behalf of community groups and ensure groups have access to their equipment as required
- Ensure that all user enquiries are handled promptly and properly
- Answer general queries face to face and via telephone
- Monitor and appropriately manage the behaviour of users to ensure that all users are safe and able to use the facilities
- Ensure that equalities and diversity issues are respected



PERSON SPECIFICATION

	Essential	Desirable
A good standard of education (including English and Maths): the post requires the writing of reports and keeping Health and Safety records.	✓	
Experience of working with a wide range of individuals and groups in a community setting.	✓	
Working with the public in a face to face setting with the ability to adapt and build rapport quickly.	✓	
Ability to work as part of a team and remain flexible.	✓	
Ability to work to deadlines and plan own workload, able to self-manage when no other person is present.	✓	
Customer care: a commitment to giving a positive customer/user experience regardless of the outcome	✓	
Ability to prioritise workload to achieve results and deadlines	✓	
Able to focus and remain flexible, with a willingness to work weekends and evening	✓	
Understand the need to listen and respond effectively	✓	
Can work to standards and guidelines	✓	
Able to show and take initiative	✓	
Ability to handle and diffuse conflict	✓	
A passion for community	✓	
A demonstrable ability and confidence to make the ask for support, positive, persuasive, motivational individual with an obvious enthusiasm for community	✓	
Demonstrable commitment to equality and diversity	✓	
Looks for opportunities to improve customer interaction and satisfaction, can easily anticipate needs		✓
Comfortable answering telephone calls		✓
Experience of Microsoft Packages		✓
Experience of working to legislation		✓
Experience of working to legislation		✓