

JOB DESCRIPTION

Job title	Community Centre Coordinator
Report to	Operational Services Lead
Hours of work	30 – 37.5 hours per week across 5 days Mon - Fri
Salary	£22,339.20 - £27,924 [Dependant on agreed hours]
Location	Kings Norton
Contract type	Permanent

Job Purpose

The Community Centre Coordinator will manage the effective day-to-day running of Hawkesley Community Centre, ensuring the building is safe, compliant, welcoming and well used.

The postholder will build positive relationships with existing hirers, actively attract new hirers and help increase use of the centre. They will also coordinate successful funded projects linked to the centre, including capital improvements and appropriate service-delivery projects.

Essential Duties/Responsibilities:

Centre and Building Coordination

- Ensure the centre is safe, secure, clean, welcoming and ready for use.
- Complete and record routine health and safety, fire safety and building checks.
- Identify and report hazards, repairs and maintenance requirements, following issues through to completion.
- Maintain accurate compliance, contractor and building records.
- Coordinate centre cover with wider charity team.
- Coordinate access for contractors and monitor agreed work.
- Ensure rooms and communal areas are appropriately presented for hirers and visitors.
- Line manage cleaning staff and monitor cleaning standards.
- Keep the Operational Services Lead informed of significant building, safety or maintenance concerns.

Hirer Relationships and Centre Growth

- Act as the main day-to-day contact for centre hirers.
- Build strong relationships with existing hirers, respond to concerns and gather feedback.
- Provide new hirers with clear information and an appropriate building induction.
- Respond promptly to enquiries, arrange viewings and follow up prospective bookings.
- Actively identify and approach potential new hirers, including community groups, charities, public services, activity providers and local businesses.
- Promote the centre through local networks, community contacts and agreed online channels.
- Identify quieter periods and develop practical ways to increase bookings and repeat use.
- Maintain accurate hirer, enquiry and booking information.

Funded Projects

- Coordinate successful capital and service-delivery projects linked to Hawkesley Community Centre.
- Work on delivery plans, timescales and monitoring arrangements for funded work.
- Liaise with contractors, delivery partners and colleagues as appropriate.
- Monitor project activity, expenditure, outputs and outcomes against funding requirements with Operational Services Lead.
- Maintain accurate project records and provide information for funder reports.
- Identify and escalate risks, delays or changes that may affect successful delivery.

- Support the identification and development of appropriate funding opportunities for the centre.

Community Engagement and Administration

- Build positive relationships with local organisations, services and residents.
- Help ensure activities at the centre are inclusive and responsive to community needs.
- Maintain clear, accurate and organised community centre records.
- Submit financial returns.
- Monitor centre use, bookings, enquiries and feedback.
- Provide concise updates to the Operational Services Lead.
- Follow organisational policies and procedures, including safeguarding, equality, data protection, lone working and health and safety.
- Undertake other reasonable duties appropriate to the role.

Skills & Qualifications:

- Practical understanding of health and safety, fire safety and risk awareness.
- Strong communication and relationship-building skills.
- Confidence approaching prospective hirers and promoting the centre.
- Good organisational skills and attention to detail.
- Ability to plan work, meet deadlines and follow tasks through.
- Ability to maintain accurate building, hirer and project records.
- Confidence using email, Microsoft Office and electronic record systems.
- Ability to identify problems, take appropriate action and escalate concerns.
- Understanding of equality, accessibility and inclusive customer service.

Special Conditions:

- An enhanced DBS check will be undertaken for this role
- Occasional evening or weekend working may be necessary for community events or engagement.
- This is a description of the job as it is at present
- It does not form part of the contract of employment
- Job Descriptions are regularly reviewed and altered when necessary in conjunction with the post holder

Age Concern Birmingham / Jubilee Citizens UK are committed to Safeguarding:

Promoting good practice and prevention of harm and abuse

To ensure allegations of abuse or suspicions are dealt with and the person experiencing abuse is supported

PERSON SPECIFICATION

[illegible]