



Abbey Community Centre
222C Belsize Road, London NW6 4DJ
Telephone 020 7624 8378
hello@abbeycc-kilburn.org.uk

Community Centre and Volunteer Coordinator Person Specification

In your application form you will need to demonstrate your experience, skills, knowledge and achievements in the following areas. Address each point in this person specification and number each point separately, in the same numerical order, giving examples and evidence wherever possible. How well you address these points with relevance to the Job Description in your Supporting Statement will improve your chances of being selected for interview.

Education/ Qualifications/ Training

1. Be educated to a minimum of two A Levels or have equivalent qualifications/training relevant to this post.

Experience

2. A minimum of two years' experience working within a front facing customer orientated service and/ or busy office environment.
3. Experience and ability to prioritise and manage a busy and varied workload to deadlines
4. Experience and/or skills to be responsible for dealing sensitively and appropriately with the range of complex and challenging issues which may be presented by centre users.
5. Experience of working in a diverse environment (with people of all ages from a variety of different social background, abilities and interests)
6. Understanding and awareness of how to implement equal opportunities

Skills and Personal Attributes

7. Have excellent communication skills, oral and written and the ability to communicate effectively with a wide range of stakeholders
8. A positive output, being welcoming, calm and approachable at all times in a busy open-door community centre
9. To be a solution focused self-starter with the initiative, desire and capability to develop and thrive in a busy role.
10. Ability to anticipate problems, identify and implement solutions
11. Have excellent organisational and administrative skills and experience of successfully developing and implementing effective operational systems.
12. Attention to detail and ability to multi task and effectively manage your time to meet deadlines.
13. Strong IT skills, proficient in Word and Excel and to be able to become so in Publisher and databases.
14. Numerate with strong record keeping, data input and checking skills.
15. Flexible and self-motivated, and able to successfully work as part of a small team.
16. To be able to undertake occasional evening and weekend work.



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Desirable

17. A minimum of 1 years' experience of working with or being a volunteer
18. Experience and enjoyment of working directly with community groups in a paid or voluntary capacity.
19. Knowledge of Health & Safety issues and procedures as they relate to a public community building; centre services, projects, and users.
20. Experience of organising events.
21. Experience of volunteer recruitment and retainment.
22. First Aid, Health & Safety, Fire Marshall Training and any other relevant training.