



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

JOB DESCRIPTION

- Job Title:** **Community Centre and Volunteer Coordinator**
- Responsible to:** Centre Director and Board of Trustees.
- Responsible for:** The efficient and successful coordination of the centre's operations, administration and building. Centre Receptionist, Volunteer Receptions and Volunteer Administrators. Developing the centre's volunteer strategy and supporting the Centre Receptionist and Volunteer Receptionists and administrators.
- Hours:** 20 hours per week, Monday to Thursday, 1.15 – 5.15 pm,
Friday 12.15 – 4.15pm.
Holiday 30 days per year, pro-rata, plus bank holidays.
No overtime is paid but time off in lieu may be taken where appropriate.
Occasional evening and weekend work is required in this post.

MAIN PURPOSE

The Centre and Volunteer Coordinator is a core post at Abbey Community Centre (ACC). An interesting, challenging and varied role, incorporating face to face work with a diverse range of local people, volunteers and stakeholders. The role is pivotal to the smooth operational and successful day-to-day running of our busy vibrant community centre.

In addition to the daily operational responsibility of the centre you will also be responsible with the part time Receptionist for the delivery of effective reception and administrative systems within the organisation. The post holder will work with all centre staff to manage and develop the resources, activities and projects of Abbey Community Centre, to best meet the need and aspirations of the local community.

Working with a highly skilled and trained staff team, you will be well supported; training and professional development will be encouraged and promoted.

MAIN RESPONSIBILITIES

Reception, centre user & stakeholder contact

- This is a hands-on people orientated role, you will be the main point of contact dealing with multiple and variable daily requirements of the centre.
- To be responsible for, along with morning Centre Receptionist and Reception Volunteers, quality customer services; assisting with the all centre users, tutors, visitors, contractors and other stakeholders.

- To be welcoming, proactive and inclusive to a diverse and interesting range of centre users. Occasionally dealing sensitively and appropriately with complex and challenging issues that may present.
- Be responsible for organising and managing reception to ensure that it is always staffed and an efficient, effective and helpful central information point for staff, volunteers, centre users and visitors.

Operational Management

- Ensure that the building remains health & safety compliant, dealing with all contractors and is a safe, clean and pleasant environment for centre staff, users and visitors through daily and weekly checks
- To liaise with Camden council regarding building maintenance; raising issues as they occur and ensuring the work is carried out. Keeping all paper and electronic records in line with requirements.
- To maintain a good working relationship with Camden Property Management team.
- To lead on the annual health and safety inspection and arranging PACT testing as required.
- To lead on fire safety; ensuring fire records are accurately maintained and weekly checks occur.
- To lead on supplier management, including researching contracts and services as appropriate to ensure best value for money e.g. centre insurance, electricity provider.
- To ensure that all centre policies are being followed and proactively put in to practice such as health and safety and equal opportunities.
- To ensure that all centre equipment and resources are maintained and updated regularly, maintaining the centres asset register.
- Assist with setting up and the put away of equipment and furniture.

Volunteer and staff support

- To lead on the promotion of all centre volunteers. Being responsible for recruitment of Reception and Admin volunteers, through promotion of the role, screening of potential volunteers and supporting them in their duties.
- Complete DBS checks for volunteers as required.
- Delegate tasks as appropriate and coordinate the volunteer rota for reception. Ensuring that there is sufficient, appropriate and varied duties for volunteers to complete.
- To assist as required with personnel related issues including obtaining references, placing advertisements, arranging interviews etc.
- To be responsible for the effective work of the Centre Receptionist, Caretaker and contract Cleaner. Ensuring that key tasks are completed, and caretaking cover is in place as required.
- To ensure all volunteer and personnel procedures are in line with good practice and data protection.

Centre Rental and Programme Development

- To manage ACC's room booking system – one-offs or long term, ensuring the electronic calendars are up to date, room booking policy signed and adhered to.
- To maintain strong working relationships with those booking rooms, particularly those with regular bookings including HENNA and SSWSD groups who are based in the centre.



- To assist and support the Senior Community Projects Manager and Community Projects Manager in researching, developing and managing new and existing projects. To identify opportunities in the centre programme in line with the centre aims and objectives.

Monitoring and Evaluation

- To assist with centre evaluation and monitoring, including distributing, collecting and inputting feedback forms and case studies.
- To ensure group registers are maintained accurately; recording statistics and collating relevant information for monitoring and evaluation purposes.

Administration and IT

- To develop, update and maintain efficient and effective administrative and IT systems.
- To ensure that policies are annually reviewed and up to date with input from appropriate staff.
- To be responsible for placing orders for goods and services ensuring delivery of work, goods and materials as due.
- To contribute to the development of the centre including providing administrative support of specific projects.
- Working with the project development staff to oversee the IT requirements, including liaising with any IT support provider.
- Ability to share IT knowledge with colleagues and volunteers and provide basic training to volunteers.
- To set up and maintain databases e.g. centre supporters and members.

Finance

- To ensure all grant funding, contract and rental payments are invoiced, payments recorded, receipted and up to date.
- To undertake financial tasks such as petty cash payments, rental collection, recording, banking and reconciliations, invoice preparation and payment, including the Camden e-invoicing system.
- To ensure that financial procedures are followed in accordance with Charity Commission and other relevant legal requirements.

Servicing Board Trustees

- To attend and service trustee meetings, including taking minutes and submitting work reports.
- To assist with organising and compliance of the AGM, ensuring all paperwork is prepared and sent out and minutes are taken and distributed as required.

Publicity and Centre Promotion

- To keep all centre programmes, leaflets and display areas up to date, and proactively promote centre activities and events.
- To organise annual events such as open days, AGM, cultural and Christmas celebrations. To assist project staff with further events as required.



- To assist with the centre's Annual Report, ensuring all relevant information is collated and presented in an accessible, informative and interesting format.
- To assist with centre promotion through social and traditional media e.g. the website, twitter, blogs, programmes, newsletters, the press etc.
- To be responsible for ensuring that the centre website is up to date, reflecting accurate information of the centre activities.

General Duties

- To be a participatory staff team member. Positively contributing to the overall work of ACC through effective team work and relationships, ensuring a cohesive delivery approach.
- To attend staff team meetings and supervisions as required.
- To keep abreast of professional developments, legislative changes and best practice, attending Continuing Professional Development courses as appropriate and applying updated knowledge to present work programmes, sharing information and training where appropriate.
- To undertake other duties to further promote the objectives of Abbey Community Centre, as directed by the Centre Director.
- To undertake occasional evening/weekend work.