

# **Eastside Community Trust**

## **Centre Assistant at Easton Community Centre**

### **Evenings and weekends**

### **Job Description**

Salary: From 1 April £13.60 per hour  
Hours: Variable, zero-hour contract (evenings and weekends)  
Term: 12 months

#### **Purpose of the job**

- To work as part of a team to ensure the efficient operational function of Easton Community Centre.
- To provide a welcoming, customer friendly front of house reception.
- This role involves lone working in the evenings and weekends until 11pm and managing event bookings at Easton Community Centre.

#### **Main duties and responsibilities**

##### **Out of hours site management**

- To be responsible for the opening, closing and security of the building.
- To ensure Health and Safety Policy is being adhered to out of hours.
- To deal with cash and card payments in accordance with the organisation's financial procedures.
- To set up, test and clear away items of equipment, including tables and chairs.
- To ensure bookings run to time and prevent bookings over running.
- To carry out start and end of day checks.
- To ensure that all areas of the centre are kept in a clean and hygienic condition including removal of litter, with particular attention to hygienic requirements in the staff kitchen and toilet areas.
- To promptly report repairs, defects or redecoration to preserve the maintenance and appearance of the building.
- Observe organisational practices and policies regarding equal opportunities, health and safety, codes of conduct and staff development.
- Maintain a flexible approach to work and carry out other tasks as may be required and in keeping with the level of the post.
- Participate in personal training and development and be proactive in identifying needs.

This job description sets out the key outcomes required. It does not specify in detail all the activities the post holder is required to undertake to achieve these outcomes.

## Person Specification

### Essential

- Willing and able to work on a flexible basis which includes evenings and weekends.
- Able to communicate effectively both orally and in writing and willing to use WhatsApp.
- Able to deal with the public in a tactful and sensitive manner.
- Experience of working with the public to resolve problems.
- Basic IT skills including Microsoft Office365.
- Be committed to providing a high standard of service to the people of Easton and Lawrence Hill.
- Systematic and methodical approach, and attention to detail.
- High level of discretion and ability to maintain confidentiality at all
- Capacity to work under pressure and adapt to changing work levels.
- Possess a 'can-do' attitude and commitment to 'get things done'.
- Awareness of working in a multicultural inner-city environment.
- Be willing to have a DBS check completed.

The post holder must:

- Be available to work at evenings and weekends. We will ensure as much notice as possible is provided.
- Observe organisational practices regarding equal opportunities, health and safety, code of conduct and confidentiality.
- Maintain a flexible approach to work and carry out other tasks as may be required and in keeping with the level of the post.