

**Exwick Community Association**  
Job Description

**Job Title:** Centre Manager  
**Salary:** NJC Scale Point 18 - £16,536 (pro rata)  
**Responsible to:** The Trustees of ECA through the Chair of Trustees  
**Hours:** 10 hrs per week

**Aim of Post**

The aim of this post is to care for the centre, help the charity to run smoothly and fulfil its aims.

**Major Tasks:**

1. To act as the first point of contact for Exwick Community Centre and Exwick Community Association (ECA).
2. To provide specific administrative, clerical and secretarial support to ECA Trustees
3. To ensure clerical and administrative support is provided (either through volunteers or directly) to enable the smooth running of Exwick Community Centre.

**Specific Tasks will include:**

1. To act as the first point of contact for Exwick Community Centre and for Exwick Community Association.
  - Respond to initial enquiries including showing potential hirers of the Centre around, answer the telephone, reply to e-mails, respond to answer-machine messages, etc
  - Act as the first point of contact for hirers of the centre, dealing with problems and issues or referring them to the trustees, as appropriate
  - Act as the first point of contact for building maintenance issues, including arranging contractors/call-outs when needed and reporting them to the Trustees
2. To provide specific administrative, clerical and secretarial support to ECA Trustees
  - Service Trustee meetings including circulating papers, arranging refreshments, taking minutes, etc
  - Produce letters, reports and other documentation as directed
  - Produce/update publicity materials (in liaison with the Trustees) to promote the Centre, the Association and other events
  - Maintain the membership database
  - Maintain appropriate filing systems and records, including the Minutes of the Charities Meetings, keeping Accounts, etc
  - Contribute to effective communication between the Trustees and members of the organisations e.g. produce the Exwick Courier Newsletter, report to the Trustees, update the website, etc
  - Organise conferences and events, as necessary
3. To ensure clerical and administrative support is provided (either through volunteers or directly) to enable the smooth running of Exwick Community Centre.
  - Ensure the centre is clean, well maintained, presentable and ready for use including liaising with the Contract Cleaners, when necessary
  - Order stationery and purchase/order other supplies for the Centre
  - Invoice hirers, bank monies received, pay bills and operate a petty cash system

- Develop and maintain lists of useful contacts, for example, suppliers, contractors, etc
- Deal with the post, passing to the right person for action, circulate publications, etc
- Develop and maintain an office filing system and other office systems as appropriate

#### 4. Other Tasks

- Attend meetings with the Chair of Trustees for formal line management and supervision purposes
- Attend appropriate training events as identified in consultation with the line manager
- Carry out other tasks as may be necessary to ensure the smooth running of the organisation and the Centre
- The post may develop over time and ability and willingness to supervise other staff should this happen would be important.

## **PERSON SPECIFICATION**

### Essential Skills, Experience and Qualities:

- Experience of administrative, secretarial and clerical work
- Experience of organising and servicing effective meetings and events
- An understanding of confidentiality issues
- IT literate with particular experience of Microsoft Office (or Openoffice)
- Good verbal and written communication skills, including welcoming and friendly manner
- Good telephone manner and listening skills
- Good problem solving skills
- Ability to work flexibly and on own initiative
- Ability to maintain records and correspondence including filing systems
- Commitment to Equal Opportunities policy and practice and to working within the aims and ethos of the organisation

### Desirable Skills, Experience and Qualities:

- Previous experience of using databases, updating web-sites, and desk-top publishing packages
- Previous experience of working in the voluntary sector
- Previous experience of working with volunteers and/or supervising specialist and junior staff

## **TERMS AND CONDITIONS**

- NJC Scale Point 18
- 10 hours per week to be worked in a regular pattern, by agreement
- Occasional evening and week-end work will be required for which Time Off In Lieu can be taken
- 20 days holiday plus bank holidays (pro rata)
- Post is for 2 years in the first instance.