

Job Description for Centre Administrator

Job title: Vassall Centre Administrator

Job purpose:

1. Support the Vassall Centre team in the day-to-day management of the Vassall Centre including tenant support, community activities, and on-site meetings.
2. Provide front-of-house and meeting room hire services at the Vassall Centre delivering high levels of customer care and satisfaction.
3. Ensure the Centre is a safe, secure, and welcoming environment for tenants, supporters, and staff through the management of room bookings, facilities compliance and control of site services and supplies.
4. Provide additional administrative support across all activities of the charity as and when directed.

Reporting to: Centre Manager

Key

Relationships: Tenants, customers, volunteers

Based: The Vassall Centre, Gill Avenue, Fishponds, Bristol BS16 2QQ

Salary: £26,683 per annum pro rata (£19,059 per annum actual)

Hours: Part-time (25 hours a week), ideally 8:00am – 1:00pm every weekday. Additional hours may sometimes be required and can be taken as time off in lieu.

Job share and term-time only working requests will be considered.

Annual Leave: 26 days + bank holidays full time prorated.

Main activities and responsibilities

<u>Activities</u>	<u>Description of activities and responsibilities</u>
Reception/front of house	<ul style="list-style-type: none"> • Provide cover for main reception including incoming phone calls and message taking. • Meet and greet visitors to the Centre, including signing in for meetings and conferences. • Deal with visitor and tenant enquiries, telephone calls, and emails, redirecting to relevant staff. • Ensure the reception area is managed, equipped, is welcoming, clean, and safe. • Ensure meeting rooms are kept stocked with refreshments & troubleshoot any issues arising for customers through the day. • Perform other clerical receptionist duties such as filing, photocopying, posting letters and distributing post. • Build and embody a strong culture of customer service within the Vassall Centre.

Meeting/Event management	<ul style="list-style-type: none"> • Support the VC Team in managing and setting up on-site events and meetings. <ul style="list-style-type: none"> ○ Arrange room setup and clearance with VC team. ○ Greet meeting visitors and organisers. ○ Make sure rooms are clean and ready for meetings. ○ Assist with meeting organiser queries. ○ Assist with incoming calls and emails about meetings and other Bristol Charities queries, signposting to correct staff where necessary. ○ Manage the room setup for meetings. • Respond to emails and manage the room/meeting bookings on outlook. • Invoicing for the meeting business using online booking system. • Check, triage and respond to all meeting related emails in shared organisational mailboxes. • Support the VC Team in designing systems and processes to ensure high levels of visitor/user experiences, and efficient ways of working. • Do daily toilet checks and restock paper towels, toilet paper if necessary.
Admin Support	<ul style="list-style-type: none"> • Provide comms support for the Vassall Centre and Community Teams as necessary. • Support the VC Team in managing property maintenance, including requests from tenants for repairs. • Provide general administrative support across all charity activities as and when needed/directed. • General office administrative tasks like monitoring incoming enquiries, filing, data entry, and organising the post. • Support Centre Manager in maintaining staff kitchen/tea points

Person Specification

Experience & Competencies

Demonstrable Experience	Essential/Desirable
Experience of and confidence using Outlook, Microsoft Word, PowerPoint, Excel, and Access.	Essential
Experience of developing and maintaining office and data management systems, including developing new approaches to meet changing needs.	Essential
Administration role	Essential
Customer facing work and customer friendly approach	Essential
Experience of accurate data entry	Essential
An interest Bristol Charities work and cause and the locality	Essential
Ability to work creatively and flexibly in a small team, supporting other colleagues	Essential
Experience working in a customer facing, front of house role	Desirable
Experience in working in hospitality	Desirable

Competencies (knowledge, skills, and behaviours)

Demonstrable Competencies	Essential/Desirable
Excellent written and oral communication and interpersonal skills to communicate clearly and effectively at all levels	Essential
Good organisational and time management skills with the ability to prioritise workload and multi-task	Essential
Proactive attitude with the ability to demonstrate initiative, self-motivation, and high levels of production	Essential
Ability to work confidentially and with integrity	Essential
Ability to use own judgement, make decisions, feedback, and refer to managers when appropriate	Essential
A flexible, reliable attitude with good team working skills	Essential
Able to work in a team as well as independently	Essential
Confidence to learn & work with new software	Desirable
Confidence to communicate with a wide range of people	Desirable
A commitment to learning, continuous improvement and development	Desirable