



Crownway Community Centre

Job Description Development Support Worker

Hours: 37hrs per week

Pay: £18,940 per annum

Holidays: 25 days per year plus bank holidays

Base: Crownway Community Centre

Reporting to: The Centre Manager

Overall Purpose of the Role:

To facilitate and support the development of Crownway Community Centre in meeting the needs of people living in the local neighbourhood

Specific Duties

Centre & Reception

- To greet, help & assist visitors and centre users in a polite and welcoming manner
- Respond to enquiries in person, over the telephone or via email
- Coordinate all aspects of the Centre's room hire facility, including initial enquiries, bookings, room preparation, risk assessments, monitoring and production of a weekly diary.
- To listen to and log in writing any queries, comments or complaints from user groups and visitors and forward to the Centre Manager for any action.

Administration, Volunteer and Project Support

- Design and implement processes to gather statistical and qualitative data to demonstrate centre usage, impact, customer satisfaction and the identification of need.
- Maintain accurate and up-to-date user group records and databases; monitor attendance and produce accurate statistics for reports
- Keep accurate and up-to-date volunteer records and timesheets; process applications and collect references.
- Produce reports and performance data for evaluation purposes and to meet the requirements of funders; update the Management Committee and reporting to the Annual General Meeting.
- Maintain organised filing and storage systems that comply with Data Protection regulations.
- All other general administrative duties

Marketing & Publicity

- Take a lead role in the marketing and promotion of all Centre activities utilising social and local media, developing and maintain the centre's website, designing and producing publicity materials, networking and organising events.
- Offer support to new groups in advertising and promoting their Centre based activities
- Update the Centre notice boards with current and relevant information
- Produce and update a Centre Schedule of Activities

Support Centre Manager

- In the identification of funding opportunities, preparation of grant applications and gathering of supporting evidence
- Working towards and maintaining quality standards
- Ensuring the Centre is compliant with Health & Safety regulations

Other Duties

- Establish and maintain good working relationships with new and existing Centre partners, users, staff, volunteers and trustees
- Attend Management Committee meetings to report on your area of work when requested.
- To undertake ongoing training and development opportunities as discussed and agreed with your line manager
- To undertake any other duties commensurate with the status of the post as directed by the Centre Manager or Management Committee.

General Conduct

- To be punctual and reliable
- To be polite, approachable and helpful
- To show enthusiasm and promote positivity
- To adhere to all Crownway Community Centre policies and procedures including Health & Safety, Safeguarding and confidentiality