

Horwich Town Council

Job Description

Job Title: Community Centre Support Worker – Job share

Hours: 21 hours weekly plus one Saturday morning per month for each post holder. There may also be other occasional weekend and evening work as a requirement of the post. Based at Horwich Community Centre.

Salary: £17,072 pro rata - NJC pay scale point 15

Horwich Community Centre plays a vital role for many voluntary and community groups and residents in Horwich providing a wide range of activities, social support and information. The role of the Support Worker is a varied role including support, promotion and ensuring the smooth day to day running of a busy community centre. The role will involve dealing with public enquiries, engaging with Centre users and the wider community along with some administrative tasks. The Support Worker will also be responsible for the day to day management and support of caretaking staff and will be responsible to: the Town Clerk and Members of Horwich Town Council Community Centre Sub Committee.

Specific Responsibilities:

1. Being the first point of contact for the public and users of the Centre in person, by telephone and email and deal sensitively and appropriately with a range of varied issues presented by all.
2. To ensure smooth running of the Centre, managing bookings, maintaining the diary and other records including petty cash management, some invoicing and banking.
3. To actively promote room hire and maintain and develop positive relationships with Centre users and approach and secure opportunities to ensure its sustainability and future use.
4. To develop and maintain efficient and effective administration and IT systems and to ensure that the Centre's operational policies are fully compliant with all relevant legislation including health and safety and fire regulations and that these are regularly reviewed and updated.
5. To pursue a programme of actively promoting Centre activities by traditional and social media means such as website, Twitter, Facebook, newsletter, press releases etc. and to contribute to the strategic development of the Centre and engage with the wider community in developing future activities.
6. To supervise and support caretaking staff on a daily basis and have responsibility for purchase of cleaning materials, equipment and other materials for Centre activities. There may also be an occasional requirement to stand in for caretaking duties.
7. A knowledge of general building maintenance would be ideal, with the ability to carry out health and safety checks, maintain appropriate records and liaise with contractors to ensure they carry out any work at the Centre in accordance with requirements.
8. To support and manage volunteers and manage Centre-run activities including Tots and Toast, Movie Mondays and school holiday activities along with Council supported events such as Horwich Music Festival, Horwich in Bloom, Horwich Heritage Gift Fair and other events.
9. To produce regular reports for the Community Centre Sub Committee to undertake any other duties as required by the Town Council.

Horwich Community Centre Support Worker: Person Specification

Qualifications/Experience/Skills:

Excellent communication skills, written & oral with a friendly, professional telephone manner	Essential
Good customer service skills	Essential
Experience in general office administration including managing a diary and taking bookings	Essential
Good understanding of current IT systems or willingness to learn	Essential
Experience in ensuring operational policies are compliant with all relevant legislation	Essential
Experience of working with finance, liaising with suppliers/contractors, banking, petty cash handling, basic book keeping	Essential
Some staff supervisory experience	Desirable
Some knowledge of SAGE accounting package or willingness to learn	Desirable
Experience of working in the voluntary/community sector	Desirable
Experience of using the internet & other resources for promotional purposes i.e. face book, twitter	Desirable
Experience in writing reports	Desirable
Local knowledge including an awareness of the role of the Town Council	Desirable

Personal Attributes:

Flexible approach to working hours including some evenings and weekends to support Centre activities	Essential
Self motivated, able to work under own initiative but not afraid to ask for help. Ability to work in a job share role	Essential
Trustworthy & reliable, a 'team player'	Essential
Able to fit in with the ethos of the Centre	Essential
Having a commitment to the Council & the local community	Essential
Organised & efficient	Essential
Understanding of the varied requirements of Centre users and volunteers, some of who may be elderly and/or vulnerable	Essential
Calm under pressure	Essential
Non discriminatory & understanding diversity	Essential

Horwich Community Centre Support Worker (2 posts/job share) – hours of work:

	Person 1	Person 2
Monday	9am – 1pm	1pm – 5pm
Tuesday	9am – 1pm	1pm – 5pm
Wednesday	9am – 2pm	12pm – 5pm
Thursday	1pm – 5pm	9am – 1pm
Friday	1pm – 5pm	9am – 1pm
Total Hours Weekly	21 hrs	21 hrs
Plus one Saturday per month 10am – 12pm	23 hrs	23 hrs

Please note each post holder will be required to work one Saturday morning each every month to support caretaking staff and Centre users. Also occasional weekend and evenings at Council supported events e.g. Music Festival, Horwich in Bloom, Heritage Gift Fair etc.