




Totton & Eling Community Association COMMUNITY CENTRE ADMINISTRATOR JOB DESCRIPTION

1) COMMUNITY CENTRE ADMINISTRATOR JOB DESCRIPTION

Version	Action	Date	Signed
Version 01	Issued	03/05/2021	 C D Compton
	Authorised		

2) Introduction

- a) The Community Centre Administrators (the Administrator/s) are employees of the Totton and Eling Community Association (the CA).
- b) The Administrators will report to The CA Management Committee (the Committee) and the Trustees. In relation to personnel matters and terms and conditions of employment the Administrators will, in the first instance refer to the Chair of the CA Trustees.

3) Job Overview

- a) To impartially deliver the aims of the Community Association by providing an accessible service for all the residents of Totton & Eling through information, communication, and activities for the benefit of everyone.
- b) To manage the Totton & Eling Community Centre (the Centre) on behalf of the Trustees, under the direction of the Committee and the Trustees.
- c) To ensure that all allocated resources are used in a cost-effective way.
- d) To ensure that the building is maintained in good condition.
- e) To deliver high quality services to the public while complying with the CA Constitution, the CA Practices and Procedures, all other CA documentation and current Health & Safety legislation.

4) Responsibilities and Duties overview

- a) Ensure that effective administrative functions are developed and implemented to take booking, invoice customers and bank payments.
- b) To market and manage lettings of rooms and facilities available to the public and to ensure that all the Centre income and expenditure is accurately recorded, monitored and reported.
- c) Receive and deal with routine correspondence and documents on behalf of the CA.
- d) Perform any other duties as specified by the CA Trustees and agreed by the committee.
- e) Ensure that effective administrative functions are developed and implemented to maintain the building in good condition and to provide timely access to the Centre's equipment and that such equipment is returned and stored after use.
- f) Attend the Committee and Trustee meetings and prepare, in



Totton & Eling Community Association COMMUNITY CENTRE ADMINISTRATOR JOB DESCRIPTION

Page 2 of 4

consultation with the Trustees and appropriate members, agendas for the meetings and produce accurate minutes for approval by the Chairman.

- g) Provide cover for the Centre during absences and holidays.
- h) Ensure plant/equipment inspection/maintenance function are carried out efficiently and cost effectively for the Centre and its associated facilities.
- i) Manage the Centre and the CA Volunteers

5) The Administrators shall,

- a) Ensure implementation of all statutory health and safety requirements.
- b) Ensure health and safety regulations are regularly monitored for compliance and develop and implement revised policies as and when required.
- c) Undertake periodical risk assessments to identify potential risks and measures needed to minimise such risks.
- d) Develop, implement and monitor policies and procedures for routine inspection/maintenance of plant, telecommunications, fire safety equipment, mechanical and electrical equipment (including PAT testing) within the building and ensure that maintenance schedules are developed and implemented.
- e) Take overall responsibility for the security of the buildings and for establishing administrative arrangements for locking/unlocking the building.
- f) Use the CCTV system in order to
 - i) identify intruders/trespassers into the Community Centre,
 - ii) monitor intruders/trespassers activities in the building,
 - iii) for the protection of buildings and/or vehicles against theft or damage,
 - iv) but must not be used for the specific monitoring of members of the public.
- g) Develop and implement procedures for monitoring and responding to emergency alarms.
- h) Effect/Manage minor internal or exterior repairs and maintenance within the delegated budget.
- i) Take overall responsibility for ensuring that all rooms and public areas are kept clean and serviced and for establishing waste management and disposal procedures.
- j) Liaise with the contract cleaners and the contracted cleaning company to ensure that the building is cleaned according to the terms of the cleaning contract.
- k) Maximise use of allocated resources to ensure the provision of high quality, effective, efficient, and economic services.



Totton & Eling Community Association COMMUNITY CENTRE ADMINISTRATOR JOB DESCRIPTION

Page 3 of 4

6) Customer Service

- a) Develop first class customer services. Meet and greet new and potential users and show them around the building. Carry out regular customer surveys.
- b) Encourage and facilitate new members of the CA.
- c) Deal with day-to-day issues raised by the public and take action to develop and implement improvements as required.
- d) Deal with all complaints as specified in the CA Complaints procedure.
- e) Make recommendations to the Trustees and the Committee with regard to new or replacement equipment to improve services to Centre Users.

7) Marketing & Publicity

- a) Work in conjunction with the Trustees and Committee to develop and implement agreed strategies to market and promote the Centre to potential users.
- b) Update and maintain Community Centre Facebook page and website (via the webmaster).
- c) Carry out market research and customer satisfaction surveys as appropriate.
- d) Prepare, in consultation with the Trustees and the Committee, press releases and newsletters about the Centre activities and arrange their despatch/distribution.
- e) Develop and promote activities and events to maximise utilisation of the Centre's accommodation and facilities to best meet the purpose of the CA as specified in the CA Constitution.

8) Qualifications & Experience Required.

- a) Employees must,
 - i) have excellent communication skills both written and verbal.
 - ii) be Computer literate.
 - iii) have excellent Customer services skills.
 - iv) be Confident and able to work on own initiative.
 - v) be able to make accurate financial recordings.
 - vi) be able to prioritise work and other demands.
 - vii) be able to work as part of a wider local team managing community buildings and services.
 - viii) Consent to an enhanced disclosure under Protection of Children Act 1989
- b) Employees will benefit from having,
 - i) some Financial management experience and understanding of financial budgets.
 - ii) ability to work some flexible hours – prioritizing needs of Centre Administration.
 - iii) experience in managing services and buildings, personnel and



Totton & Eling Community Association COMMUNITY CENTRE ADMINISTRATOR JOB DESCRIPTION

Page 4 of 4

contractors.

- iv) an understand of Health & Safety rules, including risk assessment and maintenance management.
- v) experience of Development and marketing of services
- vi) have a commitment to community run services and the ability to work occasional evenings and weekends and attend the Centre at short notice.