

## Job Description & Person Specification

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| <b>JOB TITLE</b> | Community Hosts: 2-3 posts available   |
| <b>SALARY</b>    | £18,200 pro-rata   |
| <b>HOURS</b>     | 15-21 hrs/wk<br>We are open to discussing suitable hours for the right candidate. Hours will be across 7 days including evenings and weekends, shared with other team members. |



4 Duncan Place, Leith, EH6 8HW  
[info@duncanplace.org](mailto:info@duncanplace.org)  
07378 315 787  
Strictly **no** recruitment agencies  
Contact Name: Nicola Lamberton

**CLOSING DATE** 12 noon on Fri Jan 14<sup>th</sup> 2022

**INTERVIEW DATE** TBC, likely to be Jan 21<sup>st</sup> 2022

### ABOUT US:

Duncan Place SCIO is a community-owned and managed Scottish Charity that has been established to run Duncan Place Community & Enterprise Hub as a space to work, meet, learn and create in the heart of the Leith community. Duncan Place SCIO is a membership-based charity, which means that the building is truly owned by its members and is managed on its behalf by the Board of Trustees.

The refurbishment of Duncan Place completed during 2020 and the multi-purpose facility comprises:

- multi-purpose community, event and meeting spaces
- office space for local charities, social enterprises and CICs
- a base for Duncan Place's own community-based activities

We now require enthusiastic and committed Community Hosts to develop and support the day to day operations of this exciting community owned social enterprise.

By joining Duncan Place early in our operational phase the Community Hosts will play a crucial role in ensuring the sustainable development of the organisation. This role will require flexibility including daytime, evening and weekend work to encourage broad community participation and maximise use of the facilities at Duncan Place Community and Enterprise Hub.

### PURPOSE OF THE POST:

To ensure the customer journey in Duncan Place from enquiry onwards is friendly and professional at all times and that our community is welcomed in Duncan Place Community and Enterprise Hub. Our Community Hosts will:

- Enjoy meeting a wide range of people and will ensure people have the information and resources they need.
- Ensure everyone coming into Duncan Place is warmly welcomed, that rooms are prepared and that the building and its environs are well presented.

- Support the team in developing a sustainable social enterprise by administering enquiries and bookings thereby ensuring the smooth operation and success of the enterprise.

**RESPONSIBLE TO:** The Duncan Place Manager and through them to the Board of Trustees.

### **MAIN DUTIES:**

These will include but are not be limited to:

#### **Hosting Tasks**

As part of the team:

- Respond to room availability enquiries.
- Process bookings for rooms, groups, classes and workshops.
- Admit and welcome visitors to the building.
- Answer telephone calls with a smile and transfer as appropriate.
- Issue and file sign-in sheets.
- Set up and service meetings and events.
- Clear away used dishes, rubbish and recycling.
- Clean and re-set rooms.
- Set up and service meetings and events.
- Support customers requests and requirements, inc AV & PA equipment.
- Adhere to the highest standards of customer service, friendliness and cleanliness of the building.

#### **General Housekeeping Tasks**

As part of team:

- Open and close Duncan Place, ensuring security of the building including alarms.
- Deal with incoming and outgoing post / deliveries.
- Monitor CCTV and entry phone system.
- Deal with general telephone, email or personal enquiries.
- On occasion, act as a secondary key holder and be a point of contact in an emergency.
- Deal with tenants requests and requirements.
- Take an active role in marketing and promoting Duncan Place at events and meetings.
- Take an active role in meetings, supervision, training opportunities and development of enterprise.
- Keep all areas of Duncan Place clean, tidy & presentable.
- Work to legislative, ethical, policy and procedural requirements.
- Any other appropriate tasks identified.

| <b>PERSON SPECIFICATION: Community Host</b>   | <b>ESSENTIAL</b> | <b>DESIRABLE</b> |
|---|------------------|------------------|
| Demonstrable experience in Hospitality / Front of House / Customer Facing Service Role  | X                |                  |
| Proficient in the use of standard ICT packages (Microsoft Office, 365, Google Suite, Email, Internet)   | X                |                  |
| Able to improve and develop administrative systems and processes  | X                |                  |
| High level of confidentiality   | X                |                  |
| High level of customer service and care   | X                |                  |
| Excellent interpersonal and communication skills: written and verbal in English Language, other languages a bonus!  | X                |                  |
| Flexibility as the social enterprise gets established   | X                |                  |
| Willingness to undertake identified training needs  | X                |                  |
| You are able to join the Protecting Vulnerable Groups Scheme (PVG)  | X                |                  |
| Commitment to equality for all members of our community   | X                |                  |
| Ability to think ahead to avoid problems arising and to problem solve efficiently when issues do arise  | X                |                  |
| Knowledge of issues and other organisations in the area   |                  | X                |
| <b>PERSONAL QUALITIES</b> <ul style="list-style-type: none"> <li>You are versatile, reliable and conscientious and are warm, positive and professional with a 'can do' attitude.</li> <li>You are solutions focused and can think on your feet, while remaining calm and friendly.</li> <li>You take pride in having great customer service and skills and enjoy being a good host.</li> <li>You pay attention to detail and can plan ahead to avoid problems occurring.</li> <li>You can manage your own workload and effectively prioritise to get things done.</li> <li>You can also work well in a small team and can support others to get the job done.</li> <li>You can motivate others to get involved, take pride in their tasks and feel they are contributing.</li> <li>You are fully committed to anti discriminatory practices and have a high level of integrity.</li> <li>You are physically able to set up and take down rooms, including moving furniture.</li> <li>You have ongoing flexibility to work daytimes, evenings &amp; weekends to respond to the demands of this new venture.</li> <li>You enjoy making a difference and helping to develop the community.</li> <li>You are eligible to work in the UK.</li> </ul> |                  |                  |
| <p>If you have not heard from us by Jan 18<sup>th</sup> 2022 we thank you for your interest in Duncan Place and apologise that you have not been successful on this occasion. Unfortunately we do not have the resources to respond to all applicants individually. Thank you for your understanding.</p>   |                  |                  |