



Duncan Place Community Hub  
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Leith, EH6 8HW  
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Strictly **no** recruitment agencies  
Contact Name: Nicola Lamberton

## Job Description and Person Specification

<b>Post:</b>	Community Events Assistant
<b>Hours:</b>	18 hrs/wk (Full time is 35hrs/wk)
<b>Pattern:</b>	Negotiable and to meet organisational needs
<b>Salary:</b>	£21,000 pro-rata per annum
<b>Closing Date:</b>	12noon on Fri 22 <sup>nd</sup> Sept
<b>Interview Date:</b>	TBC, likely to be week of 2 <sup>nd</sup> Oct

### ABOUT US:

Duncan Place Community Hub is a social enterprise and registered charity based in a 3-storey listed building next to Leith Links providing:

- Community, event and meeting space.
- Office space for local charities, social enterprises and Community Interest Companies.
- A base for Duncan Place Community Hubs own programme of community activity.

The building is home to a diverse range of organisations and has a growing programme of activities and events. The organisation is managed by a dedicated team of staff and a volunteer board of trustees. The current community programme includes a wide range of activities designed to appeal to a broad variety of community members. This includes regular health & wellbeing activities, arts and music activities for adults and children, Lego clubs, reading groups, a variety of one-off workshops, and more. A community choir and craft group will begin later this year and community cinema sessions are being planned. Activities are delivered by in-house staff and freelance facilitators. Our welcoming warm atmosphere is often remarked upon and maintaining this for our community and colleagues is a key aspect of the organisation. Universal acceptance is essential at Duncan Place Community Hub, and we welcome applications from those who represent the diverse nature of the Leith community.

### OVERVIEW OF ROLE:

We now require an enthusiastic and committed Community Events Assistant to support the growing programme of activity in this exciting community owned social enterprise.

The Community Events Assistant will work closely with the Community Engagement Coordinator and other members of the team to plan, market and deliver a programme of events appealing to our diverse community. 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 Hub. Shifts are rota'd in advance with evening and weekend work spread across the team.

The successful candidate will:

- Support the Community Engagement Coordinator with the marketing, communication, planning and delivery of events and activities, including set up & take down and associated admin tasks.
- Ensure everyone coming into Duncan Place Community Hub is warmly welcomed, that rooms are prepared and that the building and its environs are well presented.

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

**MAIN DUTIES:**

These will include but are not limited to:

**Community Development & Events Hosting**

**Assist the Community Engagement Coordinator:**

- With the marketing, communication, planning, set up & take down of events and activities and associated admin tasks – this will include events for children and vulnerable adults.
- To develop and deliver engaging social media posts and a regular newsletter.
- To identify opportunities for groups, classes and workshops that Duncan Place Community Hub can offer to the community.

**As part of the wider team:**

- Ensure everyone coming into Duncan Place Community Hub is warmly welcomed, that rooms are prepared and that the building and its environs are well presented.
- Assist in building and developing the processes and procedures to ensure Duncan Place Community Hub is a well-known, loved, and utilised community asset that belongs to the people of Leith.
- Occasionally support people on work placements to gain insight into the role. This could include supervising high school age children on work experience placements.
- Admin of bookings for rooms, groups, classes and workshops.
- 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.
- Support and contribute to organisational marketing and information systems including social media, ensuring a positive and up to date profile of the organisation and its activities is shared and maintained.

**General Housekeeping Tasks**

We work as a close team to take care of these tasks.

- Open and close Duncan Place Community Hub, ensuring security of the building including alarms.
- Deal with incoming and outgoing post / deliveries.
- Deal with general telephone, email and in-person enquiries.
- On occasion, act as a secondary key holder and be a point of contact in an emergency.
- 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.

**Additional Info:** Annual leave entitlement in year one is 29 days plus 4 public, all pro-rata. Auto-enrolment pension at 3% from employee plus 5% from Duncan Place. Duncan Place will match any additional voluntary contributions up to a maximum of 10% from employer.

<b>PERSON SPECIFICATION: Community Events Assistant</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
Excellent planning and organisational skills	X	
Proficient in the use of standard ICT packages (Microsoft Office, 365, Google Suite, Email, Internet)	X	
Experience in producing engaging social media posts, newsletters	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	
Able to join the Protecting Vulnerable Groups Scheme (PVG)	X	
Commitment to equality for all members of our community	X	
Demonstrable experience in a similar role		X
Experience of involvement in community activity		X
Knowledge of issues and other organisations in the area		X
Knowledge of PVG and disclosures system		X
Experience in Hospitality / Front of House Service Role		X

#### **PERSONAL QUALITIES**

- You are an experienced and confident events assistant (or similar) who enjoys a diverse role.
- You are able to create a safe space and welcoming atmosphere to ensure all event attendees are included and involved.
- You are versatile, reliable and conscientious and are warm, positive and professional with a 'can do' attitude.
- You are solutions focused and can think on your feet and use your initiative, while remaining calm and friendly.
- You take pride in having great customer service and skills and enjoy being a good host.
- You pay attention to detail and can plan ahead to avoid problems occurring.
- You can manage your own workload and effectively prioritise to get things done.
- You can also work well in a small team and can support others to be a part of the team.
- You can motivate others to get involved, take pride in their tasks and feel they are contributing.
- You are fully committed to anti discriminatory practices and have a high level of integrity.
- You are physically able to set up and take down rooms, including moving furniture.
- You have ongoing flexibility to work daytimes, evenings & weekends to respond to the organisational need.
- You enjoy making a difference and helping to develop the community.
- You are eligible to work in the UK.

Due to the need to work with children and vulnerable adults, the successful candidate will be required to become a member of the Protection of Vulnerable Groups (PVG) Scheme.