

Job Description

Centre Coordinator

Pay: £26,000 - £30,000 depending on experience

Job Type: Full-time 35 hours

(We are willing to accept applications for 30 hours a week Monday to Thursday)

Contract length: Permanent

Employer pension: 5%

Application deadline: 24th March

Expected start date: April 2025

To apply: Email CV and cover letter to Vacancies@charteriscentre.com

General

The Centre Coordinator will play a key role in supporting the Greyfriars Charteris Centre – a busy Centre for Community – by providing a welcoming presence to visitors, managing bookings, overseeing activities, handling administrative tasks, and ensuring the smooth day-to-day running of the Centre. As the first point of contact for visitors and enquiries, they will address issues as they arise and support the effective operation of the Centre.

Core hours will be around 9:30 am – 4:30 pm with flexibility required around centre bookings and breaks due to the nature of the role.

Key Responsibilities

Bookings Management

- Oversee the entire bookings process, including processing bookings, issuing invoices, and liaising with clients to ensure their requirements are met.
- Coordinate the setup and takedown of bookings, ensuring rooms and equipment are prepared.
- Create and manage staff rotas for events and bookings.

Reception & Visitor Engagement

- Act as the first point of contact for visitors, providing a warm and professional welcome.
- Answer telephone calls and emails, responding to queries or directing them as appropriate.
- Manage the Centre's diary, scheduling appointments and meetings.

Personal Assistant Duties

- Support the CEO by reminding them of important tasks and deadlines.
- Manage the CEO's diary, scheduling appointments and meetings.
- Undertake miscellaneous tasks to free up the CEO's time.

Activity & Event Support

- Assist Centre users by directing them to the appropriate venue, providing setup/clear-up support, and offering basic technical assistance.
- Liaise with external suppliers (e.g. caterers) and provide in-house catering services when required.

General Administration

- Carry out administrative tasks, including record-keeping, correspondence, and document management.
- Maintain and update relevant databases, ensuring accurate records of bookings and activities.
- Provide administrative support and minute-taking for the Board of Trustees.
- Create and update content for the Centre's social media accounts, website and newsletter.

Staff Supervision

- Support and direct staff to ensure the smooth running of the Centre.
- Record staff hours for payroll.

Operations & Facilities Management

- Monitor stock levels of cleaning and catering supplies and order replacements as needed.
- Liaise with contractors and suppliers for maintenance and facility needs.
- Assist with operational decision-making and be on call to address issues in the absence of the CEO.

Fundraising & Community Engagement

- Work alongside the CEO to identify and apply for funding opportunities.
- Plan and support community projects and events if funding is secured.

Person Specification

Essential

- Personable and welcoming manner.
- Excellent written and verbal communication skills.
- Strong customer service skills and a commitment to community engagement.
- Good literacy and numeracy skills.
- Proficiency in MS Office and Google Workspace.
- Ability to perform manual handling tasks.
- Flexibility, adaptability, and problem-solving skills.
- Discretion and trustworthiness.

Desirable

- Strong organisational and time management skills.
- Ability to work independently and take initiative.
- Experience supervising staff or volunteers.
- Social media experience and awareness.
- Familiarity with CRM software.
- Knowledge or experience of financial processes.

This role may evolve based on the needs of the Centre and the successful candidate's strengths. Any changes will be discussed in advance, and training will be provided as necessary.