

Edinburgh Old Town Development Trust Community Hub Assistant Job Description



Background

The Crannie is a resident-led community space for residents in Cranston Street (off the Royal Mile) developed by the Edinburgh Old Town Development Trust (EOTDT). The hub provides much needed space for local residents to meet, work, learn and hold events. It has been funded by the National Lottery Community Fund, to have the resources to employ a staff team to resource and run the venue and support the resident's use of the hub as well as lead a team of volunteers.

Purpose of the Role

EOTDT is seeking an experienced person to assist in managing the day to day running of The Crannie community hub. The role will be responsible for caring for the building and all facilities, ensuring quality customer service and assisting with the daily requirements of all service users.

Responsible to: the Facilities and Operations Manager

Salary: £25,000 pro rata 22.5 hours a week (three 7.5 hour days) – initially for 12 months which can be extended on confirmation of funding.

This role is based at The Crannie Community Hub, 9 Cranston St. Edinburgh, EH88BE and is not eligible for home-working.

Role Tasks

Facilities and Administration

- Ensure the smooth running of The Crannie community hub day-to-day.
- Responsible for ensuring quality customer service, dealing with the daily requirements of all service users.
- You will be responsible for dealing sensitively with and appropriately with a range of complex and challenging issues presented by service users.
- To update and maintain efficient and effective administrative and IT systems for The Crannie
- To ensure The Crannie is fully compliant with legal requirements including health and safety
- To produce monthly reports ensuring all relevant information.
- To support IT issues at The Crannie that may arise and liaise with EOTDT support if required.

Room Hire and Promotions

- To actively promote room hire and maintain and develop positive relationships with hirers to encourage continuity and new bookings.
- To ensure The Crannie hire agreement procedures are strictly adhered to.
- To complete all bookings - short 'one-offs' and long term - and ensure electronic diaries are kept up to date.

Financial

- To undertake financial tasks such as petty cash payments, sales and rental collection.

General Duties

- To be an active participant member of The Crannie team and EOTDT.
- To run/organise The Crannie staff and volunteer meetings, supervision and training.
- To integrate with the relevant EOTDT staff, systems, and policies.

- To ensure that the building and office are kept in excellent condition at all times and comply with health and safety policy and procedures.
- To assist with setting up and putting away equipment and furniture within The Crannie.
- To ensure that the EOTDT Equal Opportunities Policy is adhered to.
- To undertake evening/weekend work as required
- To undertake other duties to further promote the objectives of The Crannie as directed by the Facilities and Operations Manager.

Key Competencies/Person Specification

Personal Qualities, Skills and Experience	
Excellent communication, interpersonal and team-building skills	Essential
Networking and partnership building skills	Essential
An inclusive, non-judgemental and positive attitude	Essential
Creative thinking and problem-solving ability	Essential
Self-starter – ability to work on own initiative and enthuse others	Essential
Knowledge of health & safety and other policies and procedures	Essential
Excellent customer service delivery	Essential
Knowledge and understanding of community and social issues and ability to work within the key values of community development	Essential
Previous Experience	
Developing and maintaining good customer service standards and practices	Essential
Experience of running a community-based facility	Desirable
Experience ensuring health and safety standards are followed	Desirable

To apply for the role, please email an updated CV and cover letter detailing your experience and why you would be the ideal candidate for the role to admin@eotdt.org

**Applications are open until 12pm on Friday 16th of May.
Interviews will take place week commencing 19th May, 2025.**

For any questions about the role, please contact Carolyn at admin@eotdt.org

We are committed to equality of opportunity for our staff, our volunteers and our members. We are an equal opportunities employer. In respect of staff and volunteer positions, we welcome applications from individuals without regard to age, disability, sex, gender reassignment, sexual orientation, marriage and civil partnerships, pregnancy and maternity, race (including colour, nationality, and ethnic or national origin), and religion or belief.