



## Job Description – Centre Administrator

### Greyfriars Charteris Centre

**Location:** 138/140 Pleasance, Edinburgh, EH8 9RR

**Reports to:** Centre Manager

**Salary:** £13.70 per hour (Real Living Wage Employer)

**Hours:** 21 hours per week

**Leave:** 25 days + 9 public holidays (pro rata)

**Pension:** 5% employer contribution

**Contract:** Permanent (*EERI-funded post*)

Closing Date 5th January

Interviews will be held on the 15th and 16th of January

To apply, please send a CV and covering letter outlining your suitability for the role to [vacancies@charteriscentre.com](mailto:vacancies@charteriscentre.com)

### Introduction

The Greyfriars Charteris Centre is a “Centre for Community”, providing welcoming and affordable space for local groups, social enterprises, charities and community activity in Edinburgh’s Southside.

As part of our restructuring and expansion of our operational team, we are recruiting a **Centre Administrator** to support the day-to-day running of the Centre. Funded through the **Edinburgh Employer Recruitment Incentive (EERI)**, this role provides a high-quality development opportunity for someone seeking to gain experience in administration, customer service and community operations.

The Centre Administrator will work closely with the Centre Manager and CEO to ensure efficient administrative systems, excellent customer service, smooth processing of bookings, and effective support to the wider operational team.

### Purpose of the Role

To provide administrative, bookings and customer-service support for the daily operations of the Centre, ensuring efficient systems, clear communication with Centre users, and well-organised operational processes.

## **Key Responsibilities**

### **1. Bookings & Customer Service**

- Lead on the day-to-day processing of room hire enquiries and bookings.
- Respond to booking enquiries by email, phone and in person.
- Maintain accurate, up-to-date information within the booking system.
- Prepare the daily room booking schedules and event information for the Duty Manager team.
- Provide a friendly, professional reception for Centre users, visitors and tenants.
- Handle general enquiries about the Centre's services and activities.
- Manage the Centre's main phone line, directing calls and providing accurate information.

### **2. Administration & Systems**

- Maintain organised administrative systems and ensure records are accurate and up to date.
- Prepare invoices, confirmation letters and standard booking documentation.
- Assist with filing, document management, data entry and correspondence.
- Support the CEO and Centre Manager with preparation for governance meetings, including minute-taking when required.
- Assist with maintaining digital information, website content and office supplies.

### **3. Operational Support**

- Provide practical administrative support for the Centre's day-to-day operations.
- Assist with producing signage, room layouts, information packs and event materials.
- Communicate effectively with Duty Managers and the Cleaning & Maintenance Operative to ensure accurate operational handovers.
- Support the monitoring of room usage, customer feedback and user satisfaction.
- Support the Centre Manager with updating Standard Operating Procedures
- Assist with events, including set up and clear up

### **4. Finance & Reporting Support**

- Process receipts, petty cash and basic operational expenditure records.
- Support the Centre Manager with compiling booking statistics and simple operational reports.
- Maintain accurate data for monitoring purposes, including information required for EERI reporting.

## 5. Other Duties

- Provide regular reception cover and act as a key point of contact for visitors and callers.
- Attend occasional events or meetings outside normal hours by arrangement.
- Undertake any other reasonable duties to support the smooth running of the Centre.

## Person Specification

### Essential Skills & Attributes

- Good organisational skills and attention to detail.
- Strong communication skills (verbal and written).
- Ability to manage time and balance multiple tasks.
- Positive, welcoming and customer-focused approach.
- Competent IT skills, including email, Microsoft Office and willingness to learn booking systems.
- Ability to work effectively as part of a small team.
- Commitment to inclusion, equality and the Centre's community ethos.

### Desirable Skills & Experience

- Experience in administration, customer service or reception work.
- Experience working in community organisations, charities, hospitality or events.
- Familiarity with booking systems or CRM databases.
- Experience working with volunteers or in a busy public-facing environment.

### EERI Eligibility Requirements (Essential)

Applicants must meet the eligibility criteria for the **Edinburgh Employer Recruitment Incentive (EERI)**.

A full list of criteria can be found [here](#)

### Values & Behaviours

- Welcoming, approachable and supportive.
- Flexible and willing to "pitch in" across a community-centred organisation.
- Respectful of diverse backgrounds and experiences.
- Motivated to learn and develop new skills.