

Job Description & Person Specification

Community Events Assistant

- Hours: 17-21 hours per week, to be agreed
- Salary: Pro-rated to £12,201-£15,072 (from £25,121/35hrs)
- Closing date 17:00 Tues 2nd June
- Interview Date: TBC but likely to be Thursday 11th June



(If a large number of quality applications are received, we reserve the right to close the advert early, so please don't delay in applying.)

ABOUT US:

Duncan Place Community Hub is a social enterprise and registered charity based at 4 Duncan Place, EH6 8HW, a 3-storey listed building next to Leith Links providing:

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

The hub 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, children and adults Lego clubs, a community choir, a craft group, community cinema sessions and a variety of one-off workshops. We will be happy to explore ideas for new activities that meet the wishes of our community.

Activities are delivered by in-house staff and freelance facilitators, and the Community Events Assistant is a key role within this team. To ensure the financial sustainability of Duncan Place is balanced with affordability for the community, activities usually have a low attendance charge or are free when funding allows. Our warm, inclusive 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. For clarity, please note that this role is purely for activities and events organised by the Duncan Place team. Tenants and external customers hiring rooms by the hour are wholly independent; they organise their own events. This role concentrates solely on the Duncan Place Community Events programme.

OVERVIEW OF ROLE:

We are looking for a creative, 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, promote and deliver a programme of events appealing to our diverse community and to encourage broad community participation and to maximise use of the facilities at Duncan Place Community Hub. You are expected to have a degree of flexibility and work with the rest of the team to ensure that all shifts are covered. Shifts are rota'd in advance and the weekly hours will include at least one evening per week, at least one weekend day per month and other weekday daytime hours. Work will be based in Duncan Place Community Hub; this is not a hybrid role.

The successful candidate will:

- Support the Community Engagement Coordinator with marketing, communications, 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.

Main purposes of job

As part of the team:

- Assist with planning, delivery and evaluation of community events and activities, including children's groups.
- Assist with the marketing and communications for Duncan Place Community Hub
- Assist with day-to-day upkeep of community spaces
- Provide a welcoming and organised environment

Key tasks

Assist with planning and delivery of community activities:

1. Supporting the delivery of our community events programme:
 - Preparing materials and equipment for workshops, groups and classes.
 - Set up, take down and cleaning before / after community activities.
 - Making and serving hot drinks and sometimes simple food for event attendees.
 - Setting up audiovisual equipment including projector, speakers and microphones and troubleshooting related issues.
 - Managing cleanliness of rooms, furniture and resources.
 - Managing stock levels, organising and maintaining supplies and resources.
2. Identify and establish potential new activities to meet community needs and lead on these where appropriate. Examples could be a knit and natter group, a book group, junk modelling, kids craft sessions.
3. Build professional relationships with community members. This will include attending groups to encourage conversation and connections whilst attendees get to know one another.
4. Schedule community events, report and track activity attendance numbers on Excel.
5. Attend planning and review meetings and contribute to a system of continuous improvement to ensure DPCH, where possible, is responding to the needs and wishes of our community members.

Assist with marketing and communications:

1. Marketing and communications for community events and room hire, including posting on social media, managing social media messages, managing email inbox.
2. Distributing printed marketing materials to local venues.
3. Design of marketing materials in Canva including posters, social media content, website graphics.
4. Designing and writing monthly newsletter, tracking and improving open and click rate.
5. Use Microsoft /Google forms to carry out evaluation surveys and gather ideas for future activities & events.

Assist with reception / hosting duties:

1. Answering the door, directing and welcoming visitors.
2. Taking parcels and post for tenants.
3. Processing payments, cash handling, registering event attendees.
4. Responsible for building safety, locking up and fire safety.
5. Keep the reception area, the communal areas and environs clean and well presented to a high standard
6. Set up, take down and cleaning before / after room hires.
7. Pro-actively support customers with resources e.g. connecting their laptop to projector, adjusting image size, cable management.

Key results/objectives

1. Planning, delivery and evaluation of community events and activities.
2. Marketing and communications for Duncan Place Community Hub, following and contributing to the organisational style / brand.
3. Day to day upkeep of the community spaces and communal areas within the building and small outdoor area.
4. Ensuring a welcoming, safe and comfortable environment for community members.

Reporting to

Community Engagement Coordinator

ABOUT YOU

- You are a creative, enthusiastic, and confident events assistant (or similar) who enjoys a diverse role.
- You can 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 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.

PERSON SPECIFICATION: Community Events Assistant	ESSENTIAL	DESIRABLE
Excellent planning and organisational skills	✓	
Proficient in the use of standard ICT packages (Microsoft Office, 365, Email, Internet)	✓	
Experience in producing creative, engaging digital content, e.g.social media posts, newsletters, etc	✓	
Proficient in using Canva		✓
Proficient in using Mailchimp		✓
Proficient in using Eventbrite		✓
Experience in leading small workshops / groups		✓
High level of confidentiality, customer service and a calm manner	✓	
Excellent interpersonal and communication skills; written and verbal in English language, other languages a bonus!	✓	
Flexibility as the social enterprise develops	✓	
Willingness to undertake identified training needs	✓	
Able to join the Protecting Vulnerable Groups Scheme (PVG)	✓	
Commitment to equality for all members of our community	✓	
Demonstrable experience in a similar role	✓	
You are physically able to set up and take down rooms, including moving furniture.	✓	
Experience of involvement in community activity		✓
Knowledge of PVG and disclosures system		✓
Experience in Hospitality / Front of House / Customer Facing Role		✓
Due to the need to work with children, the successful candidate will be required to become a member of the Protection of Vulnerable Groups (PVG) Scheme. Duncan Place Community Hub will pay for this.		

ADDITIONAL INFO:

Annual leave entitlement in year one is 33 days including all public holidays. The hub is closed over Christmas and New Year and annual leave will be managed to include this. Annual leave will be prorated to hours worked and increases across the first 6 years of service up to a maximum of 38 days.

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%.

Duncan Place is a Scottish Charitable Incorporated Organisation (SCIO) Scottish Charity number: SC048100
Registered Address: Duncan Place Community Hub, 4 Duncan Place, Leith, Edinburgh, EH7 8HW