



JOB DESCRIPTION AND PERSON SPECIFICATION

Job Title	Centre Assistant
Salary Grade	18hrs per week. (13 hours p/w set hours as agreed with Managers, plus 5 hours to be annualized in order to assist in the smooth running of the Centre and during staff holiday periods - to be agreed flexibly). £9.50 per hour
Reporting to	Centre Manager
Reporting to the post holder	Volunteers on duty
Status of role	Initial fixed term one-year contract due to current funding.
Date of issue	January 2019

St Michael's Cornerstone Trust
'To see God's love transforming our Community'

The Trust exists to...

Promote any charitable purpose for the benefit of people in the Lynworth, Priors and Whaddon area, in particular for the relief of poverty, the advancement of education, the maintenance and improvement of public amenities and the provision of leisure facilities in the interest of social welfare.

The Trust's ethos:

- We serve the community on the basis of Christian values and principles
- We have time for people and ensure all are treated with respect
- We value everyone in our community and hope all will feel welcome
- We aim to respond to the ever-changing needs of our community

Overall Purpose of Post

To support the Managers (job share) in promoting and facilitating the use of the services available at The Cornerstone Centre, in line with the Trust's aims and its distinctive Christian ethos.

This post has a significant part to play in the smooth day to day running of the Centre, and in the experiences of those who are part of our community. In this role the post holder will assist with the many tasks to ensure the smooth running of the Centre, oversee the Centre whilst managers attend meetings or during a holiday period, and play a key role in encouraging and supporting our many volunteers.

A real people person role, with a passion for building community, this post supports all that it takes to enable things to run smoothly, encourage volunteers, and contribute to the atmosphere of welcome and service.

Context in which Diocesan Jobs are carried out

We want all our people to have good working experiences – and we seek to continually improve our working systems and arrangements. We welcome and encourage new ideas and suggestions about what we can do better.

	Responsibilities and Accountabilities	Nature and Scope of Role
1	For quality customer care and building positive relationships between callers, guests, staff, volunteers, trustees and local community stakeholders.	<p>This includes:</p> <ul style="list-style-type: none"> • Welcoming and responding to enquiries • Taking bookings for and organising rooms for meetings and events, clearing away and setting up for new events. • Offering simple hospitality • Having a positive `can do' attitude
2	Assisting with the development of a Communications Strategy for the Centre and for day to day promotion of activities	<p>This includes:</p> <ul style="list-style-type: none"> • Assisting with the preparation of fliers and other communication mechanisms for promoting the Centre and its activities • Assisting with seeking out new ways of connecting with the locality to encourage opportunities for engaging with current and prospective volunteers • Promoting seasonal activities • Assisting in developing and maintaining a social media presence and ensuring web site information is updated
3	Supporting effective health and safety policies and procedures	<p>This includes:</p> <ul style="list-style-type: none"> • Acting as first aider for some activities • Taking responsibility for alerting others to health and safety issues • Maintaining records as appropriate for health and safety matters eg first aid boxes, fire blankets, servicing extinguishers etc

4	Ensuring office management issues and effective administrative tasks run smoothly	<p>This includes:</p> <ul style="list-style-type: none"> • Assist in managing office, cleaning, and catering supplies • Ensuring GDPR and other data protection requirements are upheld • Using IT provisions for emails, letters, presentation and other administrative tasks • Filing systems and other recording systems are maintained as appropriate
5	Ensuring good practice for financial matters	<p>This includes:</p> <ul style="list-style-type: none"> • Invoicing and receipts • Cash handling • Payments and till operations • Appropriate recording
6	Encouraging and supporting volunteers, contributing to building a positive volunteering ethos	<p>This includes:</p> <ul style="list-style-type: none"> • Offering 1:1 support to volunteers as appropriate • Assist in developing training programmes for volunteers • Ensure there is a positive induction process for all volunteers • Maintaining volunteer personnel files • Assisting in seeking opportunities to encourage new volunteers to the Centre
7	Promoting a positive safeguarding culture	<p>This includes:</p> <ul style="list-style-type: none"> • Supporting the safer recruitment of volunteers • Working with centre managers and others to identify vulnerability, assess risk and need, and provide appropriate support.
8	Overseeing the Centre	<p>This includes:</p> <ul style="list-style-type: none"> • Overseeing the Centre for the managers where necessary, including some periods of lone working. • Flexibility to cover Manager's holiday.

Person Specification

	Essential	Desirable	Assessment
Able to 'buy in to' the role of St Michaels Cornerstone Trust and St Michael's Church, 'to see God's love transforming our Community'. Also, to be able to commit to uphold, promote and safeguard the Trustees' key Christian values.	✓		Interview
Confident to show good numeracy, literacy and IT skills	✓		CV Interview
Display good interpersonal skills, evidencing examples of this within the workplace or elsewhere	✓		Interview CV
Enthusiasm, flexibility and the ability to cope well under pressure and with people from varying backgrounds and needs	✓		Interview CV Task
Ability to organise work and delegate where necessary	✓		Interview
To be computer literate, in particular to have intermediate level skills of Microsoft Word and Excel; to be comfortable with the internet, email functions and Social Media.	✓		Interview CV Task
To confidently handle cash and have a basic grasp of maths in relation to using a till.	✓		Interview CV
Be able to create a 'welcome culture' by their own example and behaviour	✓		Interview CV
Willingness to undertake training as requested	✓		Interview
Be amiable and agreeable, and a genuine team player	✓		Interview References
Have experience of working in the voluntary sector		✓	CV