

Frome Town Council
Job Description
Key Centre Coordinator

This is initially a Fixed Term contract for 12 months

Salary: Grade 4 SCP 17 – 20 (£30, 060 - £31,586) (2024/25)

Hours of work: 20 hours per week (working pattern to be agreed however likely to be 9am – 1pm Mon - Fri)

Leave Entitlement: 25 days per annum plus public holidays (inclusive of 2 extra statutory days) pro rata for part time

Responsible to: Partnership Lead

Purpose of the role

To provide a welcoming and informed public interface at the Key Centre in person and by telephone and email. To undertake the running of the Key Centre and the Cabin alongside answering public enquiries, facilitating and managing/developing bookings for hiring of the various spaces.

Main responsibilities and key tasks

The Key Centre Coordinator will:

- be the Key Centre's and the Cabin's first point of contact (in person, by phone and by email) dealing with enquiries and bookings in a friendly and efficient way
- Preparing the spaces for hirers, greeting and familiarising where necessary, and inducting users and keyholders
- Receive and process enquiries at the Key Centre and the Cabin and undertake research to enable a fast, friendly and efficient response
- Oversee the cleaning of the Key Centre and the Cabin (to be carried out by an external provider)
- Be familiar with the practical aspects of the building, liaising on issues with FTC's Facilities Manager and booking and liaising with contractors and workers as necessary
- Provide signposting to sources of support and services
- Administer the Key Centre and the Cabin bookings, including invoicing bookings and organising space changeovers and refreshments needs
- Utilise various Microsoft Office software to prepare communications, correspondence, hiring information and the maintenance of databases and spreadsheets
- Set up and maintain appropriate paper and e-filing systems relating to the Key Centre and the Cabin
- Work alongside FTC colleagues in engagement and marketing activities
- Support with volunteer co-ordination and booking of stewards for out of hours bookings

General

The responsibility for the smooth running of the Council and all its related assets is incumbent on all members of staff. At certain times – when colleagues are absent or during periods of seasonal or high workloads, for instance - you may be expected to help with or take on additional duties and responsibilities that are in line with the grade and purpose of this role.

A flexible approach to working evenings and weekends is required, although this will always be with as much notice as possible. Likewise, some Bank Holidays.

The post-holder has personal responsibility for safety in accordance with Health & Safety legislation and Council policies.

The post-holder will be expected to behave in a sustainable and ethical way; and to spend public funds wisely.

You will be expected to liaise and work with all other colleagues - with the emphasis being on teamwork, providing assistance to others in covering holiday periods, sickness, and any other contingencies when necessary.

Members of staff are to abide by and promote equalities within the Town Council as outlined in the NJC Pay & Conditions of Service and Council's Constitutional Policies.

The staff member will require an up to date DBS and have a clear and robust understanding of safeguarding processes

You should be committed to the Council's Equal Opportunities Policy and to ensure equality of opportunity in service delivery.

This job is reflective of the current position and is subject to review and alteration in detail and emphasis in the light of future changes or development. This role will develop the offer at the Key Centre and therefore the approach will need to be reasonably flexible as use of the building evolves.

Person Specification

Key Centre Coordinator

Qualifications – essential

Grade 5 to 7 or A to C in English & Maths at GCSE level or equivalent

Knowledge, skills and experience - essential

- Experience and demonstrable competence in Microsoft Office programmes
- Experience of engaging and working with the public and community
- A good level of administrative skills

Knowledge, skills and experience - desirable

- Customer Service experience
- Office or building management experience
- Experience of engaging and working with the public and community
- Experience in handling complaints
- A desire to see things done promptly and properly
- Excellent people skills – creating strong relationships with a wide variety of groups and individuals
- An ability to deal with tasks in an efficient and organised way – and as swiftly and effectively as possible

Personal attributes – essential

- Integrity
- Enthusiasm for taking on responsibility for the Key Centre and the Cabin and all that it may offer the community
- A 'hands on' and 'can do' attitude
- Good written and verbal communication skills
- A friendly, courteous and helpful manner
- Ability to manage time and workload effectively
- Ability to use initiative and to be self-motivated
- A professional and courteous manner
- Ability to develop good working relationships and work as a member of a team
- Ability to communicate at different levels within the Council and wider community
- Creative problem-solving ability
- Curiosity and a willingness to learn