

# Job description

## Centre Receptionist

January 2017



## Overview

### 1. Context

- 1.1. Totnes Community Development Society is an Industrial Provident Society for the Benefit of the Community (TCDS). TCDS works for the benefit of the Totnes and the surrounding environs to develop and sustain assets for the benefit of the community.
- 1.2. TCDS is the facilitator of Atmos Totnes, sole Trustee of the Mansion and works in partnership with a range of other organisations to both support third party development of assets and services or develop the capacity for TCDS to enable that to happen directly.
- 1.3. TCDS is seeking a Centre Receptionist to support in the running of building facilities and outdoor space for which it has responsibility so as to ensure appropriate, safely and sustainably managed space for use by community and visitors.

### 2. Overview of key responsibilities

- 2.1. The Centre Receptionist will have responsibility for day to day administration connected to use of building facilities and outdoor space. This includes room booking, supporting events, record keeping and processing of finance information.
- 2.2. The post-holder will also have responsibility for helping to enable systems and structures used within facilities by staff, volunteers and users to run most effectively across the organisation to meet the objects of TCDS and its subsidiary organisations and in so-doing maximise the benefit to the community.
- 2.3. Specific areas of responsibility are detailed below. Additionally, the Centre Receptionist may be required to undertake other activities as can be reasonable requested by the Centre Manager or Board of Directors in the delivery of the objects of TCDS.

## Key responsibilities

### 3. Management of buildings

- 3.1. Delivery of systems for day-to-day use and up-keep of spaces inside and outside including managing room booking and other schedules that effect the running of facilities.
- 3.2. Maintain accurate and-up to-date records connected with use and upkeep of building facilities are maintained to aid the effective and safe running of facilities and

- 3.3. Maintain a watching brief within facilities in order to inform, in real-time, maintenance schedules and health and safety monitoring. Reporting issues to the Centre Manager, Board or Directors or service contractors as required.
  - 3.4. Ensure that building users are provided with information in order to keep them appropriately abreast of processes and procedures for routine and ad hoc maintenance and health and safety processes.
  - 3.5. Supporting all facilities users to work in a truly collaborative way in order to ensure that building facilities can run in a safe and effective way for the benefit of the community.
- 4. Financial management**
- 4.1. Maintain up to date financial records for facilities and provide update and reports as required by the Centre Manager.
  - 4.2. Process invoices for expenditure connected with facilities and raise invoices for money due into the organisation.
  - 4.3. Work with other staff, volunteers, contractors and TCDS Board of Directors to fundraise for activities and capital investment into facilities and report on such spending both directly to funders and through annual reporting mechanisms managed by the Board of Directors.
- 5. Management of staff and volunteers**
- 5.1. Enable participation of volunteers in activities within TCDS.
  - 5.2. Maintain up to date records of volunteer induction and involvement.
  - 5.3. Work with other members of staff and volunteers are able to work collaboratively with each other and with users of the facilities, and can do so in a safe and constructive way.
- 6. Communications and engagement**
- 6.1. Undertake engagement activities around developing both use and effective capacity of facilities for the people of Totnes and the surrounds.
  - 6.2. Work in collaboration with other members of staff and contractors to establish marketing of facilities and good, serviced channels of communication about activities, events and facilities available.
  - 6.3. Capture the details of people using, interested and engaged with the facilities to allow appropriate and effective communication and in accordance with Data Protection laws and good practice.
  - 6.4. Deal with communications issues internally and externally promptly and constructively, with the support of the Centre Manager.

## **Working arrangements**

- 7. Hours of work**
- 7.1. The primary location for work will be the Mansion, Fore Street, Totnes TQ9 5RP. However, the post-holder may be required to work in other locations within Totnes and surrounds to deliver the role.
  - 7.2. Hours of work will be 28 hours a week (equivalent to 0.8 FTE) and will vary as to which days of the week these are allocated by rota.

- 7.3. The salary for the post is £15,000 per annum (for 0.8 FTE) plus employer's pension contribution.
- 7.4. Time off in lieu (TOIL) will be available relating to hours worked in addition to those contracted. However, these must be agreed in advance by the Centre Manager in advance of additional hours being accrued and in-line with TCDS human resources policies.
- 7.5. The post holder themselves will be expected to participate fairly in the allocation of weekend and out of hours duties alongside other team members.
- 7.6. Hours worked will be logged by the post-holder, and it is their responsibility to submit these to the Centre Manager on a monthly basis.
- 7.7. Holiday will be at 25 days per annum pro rata, calculated and accrued on a monthly basis with not greater than 15 days (excluding weekends) being taken for leave consecutively. Approval of leave will be taken by the Centre Manager, and in exceptional cases the Board of Directors.

## 8. Reporting

- 8.1. This role reports directly to the Centre Manager. In addition to working in direct contact, and with the support of the Centre, the post holder will be expected to make monthly reports to the Centre Manager:
  - Utilisation rates for usable space
  - Engagement activities
  - Problems raised and/or dealt with
  - Any other matters or project updates as pertain to the role or activities of TCDS
- 8.2. The post holder may be required to attend Board meetings to provide opportunity to discuss any practical or strategic matters as the Board of Directors sees fit in meeting the objectives of TCDS or any of its subsidiary organisations.
- 8.3. The post holder will be expected to work with others within the TCDS Board of Directors and any other executive staff or contractors to assessable material required for regulatory reporting on a range of matters.

## Person specification

<b>Required experience</b>	Effective written, online and face-to-face communication and marketing with public and multiple organisations
	Running daily management systems such as those required for room bookings or live project management
	Processing invoicing and expenditure
	Working with and, ideally, managing volunteers
	Record keeping in a range of project areas
	Using structures and processes relating to health and safety and, ideally, building maintenance
	Fundraising for revenue and/or capital funding
<b>Required skills</b>	Effective organisational skills
	Ability to maintain detailed records and reporting systems
	Effective communications with a range of audiences and the ability to work and facilitate others to work collaboratively

	Computer literacy for use in accountancy, record keeping and communications
	Ability to manage and report on day-to-day activities in a systematic manner for the smooth running of projects or facilities