



**Job Role:** Pye Green Community Centre Officer

**Closing Date:** 17<sup>th</sup> March 2025 at 9am

**Interview Date:** 3<sup>rd</sup> April 2025

**Commencement:** May 2025

**Contract:** Permanent

**Salary:** SCP 18 - £30,559.00 per annum pro rata (£15.84 per hour)

**Hours :** 22.5 hours per week–flexible hours are a requirement of this role in order to meet the needs of the community centre and will include ad hoc evening and weekend working

**Pension:** Staffordshire Local Government Pension Scheme

**Annual Leave:** 29 days per annum to include statutory bank holidays (pro-rata)

**Location:** Hednesford Town Council, Pye Green Community Centre, Bradbury Lane, Hednesford, Staffordshire, WS12 4EP

**Responsible to:** Chief Officer

**Responsible for:** No direct line management responsibilities

### **Overall Responsibilities**

Pye Green Community Centre (PGCC) is a vibrant and busy community centre located in the heart of the community in Hednesford and offers a wide range of sessions, activities, groups and rooms for hire both during the daytime, evenings and weekends. The PGCC Officer role is a wide and varied one and will play a pivotal role in developing, coordinating and supporting the daily operations of the Pye Green Community Centre

### **Responsibilities**

- Day to day responsibility and supervision for the cleaning, caretaking and waste management requirements of the community centre ensuring robust systems and cleaning and maintenance schedules are in place
- Responsible for monitoring cleaning supplies and ensure that supplies are ordered on a minimum storage basis and are correctly labelled, stored and used
- Responsible for implementing and ensuring compliance with health and safety and that all required and regulatory procedures are in place and vigorously followed

- Responsible for developing a maintenance schedule and advising the Chief Officer when maintenance issues arise and for advising when maintenance visits are scheduled, contractual renewals for the community centre are due and for the seeking of any required quotes to inform the actioning of these
- Ensure that all maintenance and facilities issues and queries are dealt with efficiently and effectively and to act as the main point of contact and liaison for the Chief Officer, Caretaker, Facilities Officers, all external contractors and companies
- Day to day management and development of the room hire bookings for the community centre including:
  - i. Ensuring that cover is in place and that all hirers and visitors are greeted and briefed and for ensuring rooms are set up and ready for use
  - ii. Responding to room hire booking enquiries in a timely manner – via email, telephone and face to face
  - iii. Processing room hire bookings via Scribe booking system ensuring terms and conditions, deposits, payments, receipts and calendar updates are accurately actioned and fulfilled
  - iv. To work with the Chief Officer and licensee to develop a new process for the provision of the licensed bar at the community centre
  - v. Responsible for compiling the staffing rota cover for the opening and closing of the centre and to ensure that adequate cover is in place in the instances of annual leave, sickness etc., fulfilling any duty shifts when required
  - vi. To be on call on a rota basis to deal with any issues, concerns regarding the community centre out of hours
  - vii. Work with the Responsible Finance Officer to action return of deposits and any hirer penalties so that any damages or breach of terms and conditions are dealt with swiftly and fairly
- Support the Chief Officer in the promotion of the community centre and its events, meetings and activities
- To keep promotion and publicity within the centre relevant, accurate and up to date
- To actively seek to increase room hire bookings and revenue by a minimum of £2,000 within first 12 months of being in post and working with the Chief Officer to deliver strategies for any underutilised rooms
- To work with the Responsible Finance Officer to review hire rates and terms and conditions as and when required
- To identify, develop and implement service improvements

- To attend and to report to Full Council and/or PGCC Committee when required on matters relating to maintenance, bookings, issues etc.. for the community centre
- In partnership with the Chief Officer to be responsible for the ongoing development of the Scribe booking system, raising any issues with Scribe, undertaking training offered by Scribe and to support and implement the move to the full on-line booking option and card payments within 12 months of coming into post
- Any other duties as commensurate with the grade of the post

### **Person Specification**

- Able to work flexibly to meet the needs of the centre
- Experience in business or facilities management/coordination
- Understanding and experience of implementing H&S regulations
- IOSH or NEBOSH qualification desirable but not essential
- Highly Organised
- Attention to detail
- Ability to prioritise and manage multiple work requirements simultaneously
- Problem Solver
- Self-motivated and able to work with minimum supervision
- Ability to work to deadlines
- Experienced in providing excellent customer service
- Excellent communication skills – both written and verbal
- Supervisory experience
- Remains calm under pressure
- Team player
- Proficient in Microsoft packages – email, word, excel
- Experience of Scribe or other CRM/booking system an advantage but not essential
- Experience of using social media platforms an advantage but not essential
- Willingness to undertake training as and when required

For further information please contact Chief Officer, Lindsey Smith on 01543 424872 or email [admin@hednesford-tc.gov.uk](mailto:admin@hednesford-tc.gov.uk)

Completed application forms to be returned no later than 9am on 17<sup>th</sup> March 2025. Please note that CVs are not accepted and a Hednesford Town Council application form must be completed and returned as below for your application to be considered

Completed application forms to be returned to [Clerk@Hednesford-tc.gov.uk](mailto:Clerk@Hednesford-tc.gov.uk) or to Hednesford Town Council, Pye Green Community Centre, Bradbury Lane, Hednesford, WS12 4EP