

Job summary

Role title: Community Centres Support Officer

Location: Community centres

General description of role

The Community Centres' Support Officer will undertake a range of operational and business support duties to support the effective operation of the Council's three community centres, including providing on-site support for each of the centres. They will provide general administration support to the Centre Managers and Team Leader, including helping to provide staffing cover in the centres when members of the centre teams are on leave.

The Council has three community centres in the borough, in Banstead, Woodhatch and Horley. All three centres offer a broad range of services to residents of all ages, including: an activity programme; room hire; café and outreach activities. The bookings and activities generate significant numbers of financial transactions, requiring a dedicated postholder with strong attention to detail.

Responsibilities of role

1. Finance administration:

- a. To manage operation of the community centres' booking system, working with the Community Centres Team Leader and individual centres' staff to maximise its efficiency and effectiveness.
- b. To raise purchase orders and sales orders, and other finance tasks.
- c. To ensure that all income received is recorded and reconciled and deal with any subsequent enquiries.
- d. Cash handling and recording according to agreed procedures.

2. General business support.

To carry out administrative tasks for the centres, working cooperatively with the Centre Managers and other team members, including:

- a. Scheduling, updating, and maintaining the centres and organisational databases, and producing relevant reports for service monitoring.
- b. Day-to-day administrative tasks, including dealing with telephone calls, use of systems to record data and produce reports, managing and responding to emails, dealing with post, minute taking and diary management.
- c. Responding to general correspondence and enquiries, including communicating with hirers, the general public, partner organisations and other Council teams.
- d. Provide administrative support to the Head of Service and the wider Community Partnerships Team as and when required.

3. Service development and delivery.

To support the Community Centres Team Leader and the 3 Centre Managers to run high-quality services in the centres, in particular:

- a. The role will involve working on-site across the 3 centres, in particular providing cover for the Centre Manager or Centre Assistant, and occasionally involve being in sole charge of the centre.
- b. Supporting the Community Centres Team Leader and Centre Managers with service improvement project work.
- c. Support Centre Managers with the organising and delivering of small to large scale events across the three centres.
- d. Supporting the promotion and marketing of the centres, working with the Community Centres Team Leader, Promotions & Engagement Officer and the individual centres staff.
- e. Attending and participating in team meetings and development sessions.

4. Customer care.

To communicate with hirers and suppliers, and with all people using the centres. When providing cover at the centres, this may include greeting people arriving at the centre, taking payments for lunch, transport, and activities, serving, and clearing meals and refreshments etc.

5. To carry out such other duties as may be required appropriate to the grade.

Person specification and interview assessment form

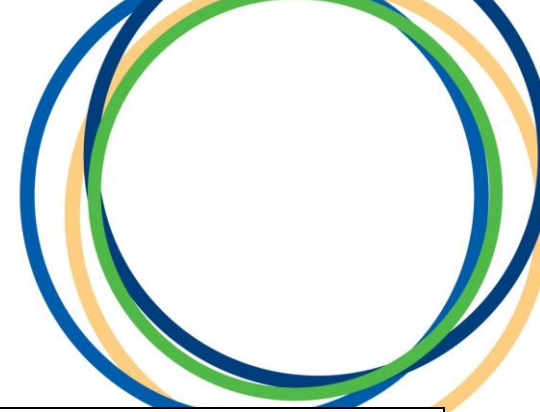


Candidate name			
Contact number			
Role title	Community Centres Support Officer		
Date of interview		Signed by recruiting manager	

Selection and Interview Criteria		Scoring	
Criteria	Criteria importance E = Essential P = Preferred	Score 3 = Met with full example 2 = Partly met with example 1 = Partly met no example 0 = Not demonstrated	Score rationale/interview notes
Qualifications			
First Aid qualification or willingness to undertake training	E		
Full driving licence with access to a vehicle.	E		
Experience and achievements			
Excellent organisational skills,	E		
Excellent IT skills including Microsoft Office.			
Experience of using financial systems	E		
Experience of working in a public facing community role / experience of customer service.	E		
Experience of administrative duties, including taking bookings, keeping records up to date, and arranging meetings.	E		
Experience of working in a team and preferably with volunteers.	E		

Experience of undertaking small projects to improve processes and/or services. Ideally with experience of small community-based projects.	P		
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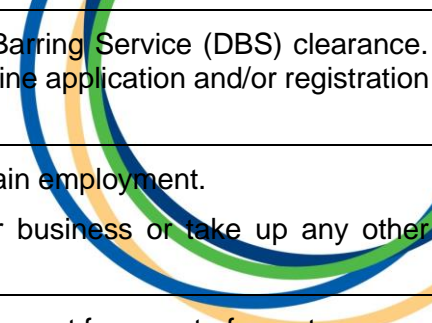
Role required competencies and behaviours			
Highly numerate with excellent attention to detail	E		
An adaptable and flexible approach, with a positive attitude to change and a willingness to learn from and work with other individuals and organisations.	E		
An understanding of community centres or similar settings.	P		
Ability to work under pressure and to deadlines, including an ability to manage a diverse workload including unusual or one-off tasks.	E		
Ability to empathise with residents of all ages and backgrounds and treat all customers with courtesy and respect.	E		
Corporately required personal qualities and behaviours			
Innovative	E		
Supportive	E		
Flexible	E		
Positive	E		
Total Criteria Score			Feedback to be given to candidate:
Essential Criteria Score			
Preferred Criteria Score			
Appointment choice number		1st / 2nd / 3rd	



Summary of employment package

Place of work	<p>The role will be primarily based at the Town Hall, Reigate and in our 3 community centres (Horley, Woodhatch, Banstead). Some limited remote working will be possible.</p> <p>We may require you to work from another place of work within the Borough or a neighbouring Borough or District, or further afield by prior agreement.</p>
Salary	<p>Graded Administrative 2, the salary will be in the region of £22,311 - £25,029 per annum dependent upon experience. Cost of living awards are reviewed annually on 1 April. Incremental progression and bonuses may be payable in line with the appraisal scheme.</p>
Duration of contract	<p>The contract will be offered on a permanent basis.</p>
Probationary period	<p>Upon joining the Council, all staff are required to satisfactorily complete a six month probationary period.</p>
Hours of work	<p>Hours of work are normally 36 per week.</p>
Employment Benefits	
Flexible working hours	<p>Flexible working allows for the alteration of start/leave times and length of lunchtime break, time off in lieu for longer hours worked and a flexible working system.</p> <p>Whilst staff are expected to manage their time and keep working hours within acceptable limits, flexible working arrangements are always subject to sufficient office cover and the particular needs of the service at that time.</p>
Annual leave	<p>The basic leave entitlement is 259.2 hours per annum pro rata (equivalent to 36 standard days), rising to 295.2 hours per annum (equivalent to 41 standard days) pro rata after five years continuous local government service, inclusive of Bank Holidays.</p> <p>Annual leave must be taken on the Council's discretionary day off around Christmas and New Year period.</p>

Pension	<p>You will be auto enrolled into the Local Government Pension Scheme (LGPS) to which the Council contributes 15% of your earnings each year.</p> <p>You are able to transfer funds into the LGPS within the first twelve months of employment. However, you can also choose not to join the scheme and make your own arrangements. If you wish to opt out of the scheme you will not be able to do so until after your first day.</p> <p>Your pension contribution rate will depend on your full time equivalent annual salary. The salary and rates are reviewed annually on 1 April each year. The current rates can be found on the Surrey Pension Fund website: http://www.surreypensionfund.org/surrey-pension-fund/paying-in/membership-and-contributions/#contribution-rates</p>
Training and development	<p>The Council actively encourages continued professional development and talent development.</p> <p>Learning facilities are available in-house, including a dedicated Training Room for both individual and group learning. The Council also has a number of Computer Based Training packages.</p>
Professional subscriptions	<p>If you are required to be a member of a professional organisation(s) for your role, we will pay the subscription fee(s) each year directly by invoice.</p>
Car parking / Travel loan scheme	<p>Unless your role is classed as an essential user, you take part in our car share scheme, or you are physically disabled, car parking is not made available.</p> <p>The Council offers interest free loans to encourage staff to travel by alternative methods to solo car use. Loans are available to purchase bicycles and accessories to the value of £1000, for quarterly/yearly rail season or bus tickets or a season car park pass.</p>
Cycle purchase scheme	<p>The Council offers staff who have passed the probation period and are employed for 18 months or more, the opportunity to lease/purchase bikes and related safety equipment up to £1000, reducing tax and National Insurance deductions. Staff are required to use the bike mainly for journeys between home and work.</p>
Employee discounts	<p>All staff have access to special offers and discounts on national and local high street shops, restaurants, motoring benefits, discount cinema and theatre tickets, holidays, insurance and much more.</p> <p>Full annual discounted membership is available for the 'Better' run leisure centres at Tadworth, Donyngs and Horley.</p>
Other Conditions	
Pre-employment checks	<p>Appointments are offered subject to several pre-employment checks to comply with the Home Office's Baseline Personnel Security Standards (BPSS):</p> <ul style="list-style-type: none"> • at least two satisfactory references • eligibility to work within the UK, and proof of your identity • evidence of relevant qualifications



DBS clearance	Employment with the Council will also be subject to receipt of standard Disclosure and Barring Service (DBS) clearance. Details will be provided to the successful applicant, which may require completion of an online application and/or registration to the DBS 'Update Service'.
Paid work with another employer	If you are appointed, your contract with the Council should normally be classed as your main employment. You will devote your whole-time service to our work and not be involved in any other business or take up any other appointment without getting written permission from your manager or the Head of Service.
Disclaimer	Please note that this document outlines the likely employment package for this role but does not form part of your terms and conditions of employment if you are subsequently employed by Reigate & Banstead Borough Council. These will be outlined in any contractual documents addressed to you directly.

Great People at Reigate & Banstead

Our great working environment and the values and behaviours of every individual and team in the Council, help to evolve the culture of our organisation to become more commercial, innovative, and embracing of change.

Successful applicants to our career opportunities will be able to demonstrate they share the values and behaviours we seek in our organisation.

Our Vision

Working together to make a great place to live, work and enjoy.

Our Values

Making a difference, doing the right thing, being bold and confident.

Our Behaviours

We should demonstrate our values by being positive, supportive, flexible, and innovative.

Positive: I maintain a “can do” attitude and a smile

- ✓ Create an encouraging and optimistic environment and bring others with me
- ✓ Approach others in a pleasant, happy, and upbeat manner
- ✓ Maintain enthusiasm in difficult times
- ✓ Demonstrate commitment to my own service and to the Council
- ✓ Demonstrate an "I care" attitude

Supportive: I create an environment where the people I work with feel valued and respected and have confidence to develop

- ✓ Understand the council's priorities and work towards a common goal
- ✓ Work across boundaries to develop relationships, share information and keep others informed
- ✓ Listen to the views of others allowing the best way forward to be found
- ✓ Communicate in a courteous and respectful manner
- ✓ Behave in ways that promote the fair and equal treatment of all

Flexible: Adapting the way I work, I can deal confidently with change and accept new and different ideas and approaches

- ✓ Accept that change is an integral part of working at Reigate & Banstead
- ✓ Demonstrate an open mind to new ideas and proposals
- ✓ Display a willingness to do things differently
- ✓ View change in working practices as an opportunity for improving and developing
- ✓ Adopt a flexible approach to meet the team's requirements

Innovative: I work to develop new ideas and workable solutions to drive the Council forward

- ✓ Question currently accepted ways of doing things
- ✓ Implement good ideas, learn from others, both internally and externally
- ✓ Identify novel ways of resolving issues using own initiative
- ✓ Suggest and try out new approaches
- ✓ Challenge the status quo in a constructive way

Great People

