



Delivering a brighter, greener future for all

Civic Centre Assistant

Job Description

1. Core role

The Civic Centre Assistant will support the Civic Centre Manager in the day-to-day operation of the building. This includes setting up and clearing away furniture and equipment for room hires, responding to enquiries by email and phone, processing and confirming bookings, raising invoices, and ensuring payments are received on time. The postholder will help maintain a safe environment for all hirers and visitors, ensuring that current terms and conditions are followed. They will also deliver a high-quality, customer-focused service while complying with all licensing and health and safety requirements.

2. Main Duties

- 2.1 Open and close the building, including setting and unsetting the intruder alarm.
- 2.2 Operate the coffee bar and handle customer payments by cash or card.
- 2.3 Carry out routine health and safety checks.
- 2.4 Set up and clear rooms, including moving furniture and equipment as required.
- 2.5 Clean rooms and equipment to required standards.
- 2.6 Ensure hirers use facilities and equipment safely and correctly.
- 2.7 Respond to customer enquiries, process bookings, raise and issue invoices, and manage associated paperwork.
- 2.8 Promote the Civic Centre to increase bookings.
- 2.9 Undertake other reasonable duties in line with the requirements of the role.

3. Training

The postholder will be expected to undertake an induction programme which includes Manual Handling.

4. Uniform

You will be provided with a polo shirt(s) which must be worn whilst working.
You will need to provide your own black trousers and suitable, black, closed-toe footwear.

5. Note

The postholder may be required to perform duties other than those given in the job description for the post. The particular duties and responsibilities attached to the post may vary from time to time without changing the general character of duties or the level of responsibility entailed. The role involves some heavy lifting and moving furniture, including stacks of chairs and both round and rectangular tables. The role may involve working independently and outside of standard office hours, including evenings and weekends. Full training and any necessary equipment will be provided.

Hourly Rate: £12.65

Hours: 12 hour per week, varied shifts, Monday – Sunday