

Job title: Duty Operations Assistant Apprentice

Line manager: Community Properties Lead

Grade (if applicable): 5

Direct reports: None

Role purpose:

Coached and line managed by the Community Properties Leads for Brent and Hackney, you will play a key role in ensuring the safe and successful operation of community facilities in your region. You will help to ensure our community centres are animated, inclusive spaces offering a range of services and activities that are easily accessed and valued by local people.

Working with all Community Properties colleagues and under the direction of Community Properties Managers and Community Properties Leads for your designated sites. You will play a key role in supporting the smooth and efficient operation of Community Centres. The apprenticeship will provide you with a structured learning path to gain practical experience across various administrative functions while building essential skills in organisation, communication, Health and Safety and project coordination. Under the guidance of experienced team members, you will assist with day-to-day Operational tasks, Health and Safety, Compliance and customer service, contributing to the overall productivity of the Community Properties.

Comfortable communicating effectively with residents and the wider community, you will be passionate about supporting community activities and services to improve people's quality of life. Passionate about community engagement you will connect with residents, community groups and external stakeholders. You will support local initiatives and projects that are beneficial for residents through community spaces; being first point of contact in community centres, sign posting to correct services and supporting residents with successful delivery of their activities and services.

Organised and diligent, you will keep a close eye on all aspects of the day-to-day activity making sure that our spaces are clean, safe, and welcoming for all who use them.

You will be a friendly face while fulfilling front of house reception duties, you will provide administrative support; including taking bookings, processing invoices, and purchasing requests, you will carry out basic compliance functions, set up rooms, and report repairs & cleaning where required.

This is a mobile role. Whilst you will usually be situated at a single site, you may be required to work at any community facility.

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Key Results:

- Support the Community Properties Team in achieving its mission and Peabody's strategic goals.
- Process bookings and payments for community buildings and respond to community properties related inquiries from both internal and external contacts.
- Assist with opening and closing buildings, set up and take down for bookings.
- Daily, weekly and monthly H&S checks in community buildings
- Respond to enquiries from colleagues and suppliers, providing consistent support alongside team members.
- Ensure the accurate handling and protection of data, maintaining high standards of quality and compliance.
- Process purchase orders and invoices for suppliers and contractors using in house systems.
- Promote and support diversity, health, and wellbeing initiatives.
- Encourage a culture of continuous professional development and growth within Peabody.
- Maintain personal skills and knowledge relevant to the role.
- Uphold Peabody's policies, including those on Equality, Diversity, and Safeguarding.
- Provide administrative support to the community properties team by timetabling activities and managing booking requests, updating databases, ordering consumables, liaising with suppliers; collating customer feedback, coordinating diaries; attending meetings and taking minutes;
- compiling reports and keeping accurate records.
- Provide a welcoming and responsive reception service as the first point of contact to all visitors at community spaces
- Provide excellent customer service to customers and colleagues; responding to incoming calls and emails politely and efficiently to ensure that queries are dealt with effectively.
- Carry out routine and regular visible checks, fire alarm tests, emergency lighting tests and health and safety inspections to ensure the safety, cleanliness, and effective operation of community spaces; ensure appropriate reporting of any issues or problems observed around the building.
- Update and maintain customer records and data systems in accordance with data protection regulations.
- Participate in relevant projects taking place within community spaces where required.
- Work flexibly across multiple sites including availability to work some evenings and weekends to fit with the needs of the business.
- Complete case studies and produce a monthly narrative to support KPI reporting.
- Gather and maintain evidence to demonstrate KPI achievement.
- Monitor KPIs to ensure accurate performance tracking and identify areas for improvement.
- Carry out tasks in accordance with the cleaning schedule, ensuring that both day-to-day duties and periodic cleaning are timely and completed to an appropriate standard.
- Adhere to policies and procedures so that consistent and standard practice is achieved across the organisation.
- Attend and successfully complete any in-house and external role-based training as required
- You may be required to undertake specific Health and Safety roles such as Fire

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Success metrics:

- High levels of customer satisfaction among community centre hirers and visitors
- Timely, considerate, and professional communication with colleagues and customers
- Prepare information and data on time.
- All H&S and compliance checks are completed and recorded on time.
- All bookings are processed and dealt with in a timely manner, and correct procedures are followed.
- Stay updated on skills and training needed to perform effectively, using tools and data efficiently.

Level 2 Apprenticeship in Facilities Services Operative

As part of your 15-month apprenticeship you will:

- Dedicate at least 20% of your working hours to training or studying by attend training sessions, workshops, and meetings to gain essential knowledge in the field.

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- Participate in off and on-the-job training to apply your learning in real-world scenarios, enhancing your practical skills and understanding of business administration and building health and safety management.
- Complete assignments, assessments, and coursework to fulfil the programmes requirements.
- Engage in 1:1 sessions and performance reviews, providing valuable insights for personal growth and skill development.
- Receive mentoring and support from experienced professionals, offering guidance to help you succeed.
- Have opportunities for career development within the company, exploring potential growth and advancement.
- Complete a final end point assessment to demonstrate your knowledge, skills, and competence at the end of your apprenticeship.
- If you have not yet achieved a Level 2 in Functional Skills in maths and English (or equivalent, such as GCSEs at grades A-C/9-4), you will also be required to complete these qualifications during your apprenticeship.

About you:

You will be:

- Committed to delivering excellent results and customer service with a positive, flexible approach.
- Organised, hardworking team player with a “can-do” attitude.
- Willing to learn task prioritisation in a fast-paced setting.
- Passionate about learning and achieving great results for all customers.
- Eager to develop skills in a community role and in and around H&S and administration.
- Strong communicator who takes ownership of issues and seeks timely solutions.
- Enthusiastic about Apprenticeships and dedicated to ongoing professional growth.
- Prompt, proactive and accountable
- Organised, motivated and enthusiastic
- A team player and collaborative colleague.
- Able to solve problems and able to identify ways to improve administrative processes.
- Passionate about addressing social inequality and working with communities.
- Willing to work flexibly, travel between the two designated sites and available for evenings and weekend shifts as per weekly rota.
- Demonstrate connection to community activities – languages etc

You will have:

- Level 2 qualifications (equivalent to 5 GCSEs).
- Strong communication skills and proficiency in MS Office and Outlook.
- High attention to detail with a problem-solving approach.
- Ability to work flexibly, under pressure, and meet tight deadlines.
- Understanding of GDPR requirements and commitment to confidentiality.
- Awareness of equal opportunities and support for Peabody’s Equal Opportunities Policy.
- Demonstrable experience in similar role, or in an administrative position is desirable but not essential.
- Strong organizational skills and the ability to effectively prioritise work.
- Great interpersonal skills with the ability to communicate effectively with customers, colleagues and stakeholders.
- An understanding of the importance of confidentiality and data protection.
- Proficient level of IT literacy in Microsoft Office and confident to work with different data

This role will require an enhanced DBS check.

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