

**Job title: Duty
Operations Assistant**

**Line manager:
Community Properties
Lead**

Grade (if applicable): 5

Direct reports: None



Role purpose:

Coached and managed by the Community Properties Lead, 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.

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 initiative 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

Key results:

- 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.
- Maintaining cleanliness of the building, ensuring COSHH documents have been completed accurately.
- Update and maintain customer records and data systems in accordance with data protection regulations.
- Raise requisitions, process invoices and update finance systems in accordance with procurement policy and procedure.
- Produce written correspondence to a high level of accuracy.
- Participate in relevant projects taking place within community spaces where required.

Version Date:

Signed off by:

- Develop positive working relationships with colleagues and volunteers.
- 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 Warden or First Aider as part of your duties.
- Where appropriate to the location, support with bar and kitchen duties including set up and clean up, serving customers and processing payments

Success metrics:

- Timely, considerate and professional communication with colleagues and customers.
- High levels of customer satisfaction with among community centre hirers and visitors.
- Up-to-date systems and customer records.
- Records of completed visual inspections and testing.
- Adherence to policy and procedure.
- Demonstrable commitment to Peabody values.

About you:

You will be:

- 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.
- Committed to delivering excellent customer experience.
- Willing to undertake required training.
- Willing to work flexibly and available some evenings and weekends.
- Flexible to spilt shifts

You will have:

- Demonstrable experience in a similar role, or in an administrative position.
- Strong attention to detail, and able to work within policy and procedural guidelines.
- Strong organisational 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
- management systems and across digital platforms.

Version Date:

Signed off by:

- A strong commitment to the principles of equality, diversity, and inclusion.
- A full, clean driving license or the ability to be able to travel to multiple sites.

Version Date:

Signed off by: