



Business Administration Officer – Nunhead's Voice, The Green Community Centre

Applicant information pack

Welcome from the Chair

Nunhead's Voice has come a long way in the past five years. We have grown from our origins as a local advocacy forum to become a successful charity providing services, jobs and a busy hub for the local community.

When we opened The Green Community Centre in 2016 we were reliant entirely on volunteers giving their time to run a venue hosting children's parties and activity classes for children and adults. In the past three years, using the income from those commercial hires, we have been able to take on six part time staff. With their support, and the work of our dedicated Board and volunteers, we have built up a programme of free community-based activities, ranging from events and fun days to our growing programme of social and wellbeing activities for older people through our Ivy Club. And we want to go further.

We are delighted to be advertising for the role of Business Admin Officer to help lead the next phase in our development.

This role will be crucial in providing business support to the Centre Manager and all users and visitors of the Centre. We look forward to your application.

Jackie Clayton
Chair – Nunhead's Voice



A bit more about Nunhead's Voice

Our values

We are community focused, inclusive and accessible venue, receptive to the need of community, providing vibrant environment while being passionate and accountable.

Our vision for The Green is that:

- The local community will feel that the Centre is a place 'for someone like me', no matter who they are.
- The Green will be somewhere you can just drop in, to find a friendly face, a chat and some company.
- The weekly programme will offer a wide mix of different activity that is affordable for local people.
- Residents from local estates that do not have access to their own tenants' halls will be able (and encouraged) to use the Centre for meetings and private parties.
- Regular free activities will be available for local people.
- A programme of community events and celebrations will help bring the whole community together, and contribute to the vitality and identity of Nunhead.

How we work

There are two main aspects to the work of Nunhead's Voice, both providing services and amenities for the people of Nunhead, chiefly through our base at The Green.

Our primary source of income is the revenue generated through commercial hires at The Green. Throughout the week, we host a rich programme of activities for the local community, which are run mainly by independent local businesses. There is wide range of activities for children, including music, drama, singing, after school art and technology classes, ballet, football, tennis and pre-school parent & child sessions. For adults, we offer yoga, Pilates, self-defence, exercise classes and massage therapy. During school holidays we offer holiday club programmes. We are also a popular host venue for private hires, including birthday parties, christenings and other celebratory events. This work not only supports our financial sustainability, but is a vital part of our mission to provide amenity to local people.

Our charitable activity plays a vital and growing part of our work at The Green. This includes activities, offered either for free or on a donation basis, that aim to provide a positive long term impact for individuals and the local community. Our main grant-funded programme is the Ivy club for the over 55s, which offers chair-based fitness classes, a choir, lunch club, interest groups such as knitting, and a weekly coffee and games morning. We also working partnership with other charities delivering services such as one-to-one support for deaf and hard of hearing, a weekly dementia café, and movement and dance activities for the children. We are developing a new programme of film screenings throughout the year and building new partnerships to support work around social prescribing. Central to the successful growth of this side of our work will be our



ability to increase our fundraising, engage more of the community and demonstrate our impact through positive change.

We are currently expanding our staff team. The post of Business Administration Officer will report to the Centre Manager and work along facilities supervisor, events & marketing officer, bookkeeper and 2-3 caretakers.

Benefits

Our people are the most important thing the centre has. Without our staff and volunteers, we could not achieve our goals and create change. Our staff are passionate about their work and the difference they make to the lives of others. The benefits package we offer supports our staff professionally and personally. Benefits include matched pension contributions of up to 3%, flexible working arrangements and enhanced sick leave.

The role

Responsible to: Centre Manager

Hours: Part time (20-25 hours per week) - (Monday to Friday 9:00-13:00 / 9:00-14:00)
flexible working arrangements will be considered

Salary: up to £24,000 p.a. pro rata

Based: Green Community Centre

Main focus of role is to proactively manage all of The Green's user bookings including both regular and one off hires to make the most efficient use of The Green's three rooms taking into account commercial and community booking interests. You will also manage the office and admin processes and procedures at The Green to ensure that we deliver a high standard of service to the users booking The Green.

You will work with Centre Manager to develop the centre in line with strategic direction and targets for either occupancy or income.

Main Duties

User Bookings

1. To manage all user bookings, both one off and regular hires, over the telephone, email and in person.
2. To maintain accurate booking records.
3. To proactively contact potential commercial hirers, marketing The Green and ensuring that the mix of activities are balanced in line with our user groups and Nunhead's Voice's mission. (Targets will be set based on either income or % capacity filled)
4. To manage proactively the calendar to achieve the most efficient use of The Green's three rooms with consideration for both commercial and community booking interests.
5. To ensure that one off and regular users have contracts of hire, are invoiced and that payments and deposits are collected in line with The Green booking process.
6. To ensure that all induction documents are seen and copies are on file, set up requirements and all aspects of booking process are performed and communicated



7. To continue to improve processes and procedures for users at The Green.

Programming / Event delivery

8. To support programme / event delivery following successful bids / fundraising applications.
9. Process equipment and supplies needs for the events/activities

Finance

10. Liaise with the bookkeeper to ensure invoicing information is correct and timely
11. Provide bookkeeper with accurate records ensuring accurate financial processing
12. Manage security deposits for all hirers
13. To work with bookkeeper on any financially related issues
14. To manage depositing funds in bank

Office management

15. Maintain a stock of office and activity related supplies
16. Obtain quotes for utilities and manage utility accounts
17. Obtain and manage licences
18. Obtain and manage insurances
19. Obtain and manage maintenance contracts in conjunction with facilities officer
20. Manage office systems including printing facilities, telephone, IT.
21. To manage equipment for hire – in conjunction with facilities officer

Account management

22. Manage relationship with existing regular hirers, listening to their needs and establish new relationships
23. Introduce a feedback mechanism for regular and one-off hirers
24. manage visibility of hirers and green's activities within the centre making sure information on display is current and information available for external distribution

Other

25. To ensure The Green is a welcoming community space dealing with ad hoc queries from members of the public as required when the centre is open for activities.
26. To assist with set up clear up during their shifts
27. To undertake any other duties as may be required from time to time.



Personal Specification

Key Criteria	Essential
Job competency summary (knowledge, skills, abilities, experience)	<p>Have experience of customer service and strong administration skills</p> <p>Strong MS Office experience including word and excel.</p> <p>Experience of Gmail an advantage but not essential.</p> <p>Experience of invoicing using QuickBooks or similar an advantage but not essential</p> <p>Be able to use initiative when dealing with all centre management</p> <p>Be able to work independently as well as part of a team</p> <p>Be able to prioritise effectively in a busy environment</p> <p>Be proactive in implementing improvements to processes and procedures</p> <p>Be able to communicate well with people of all levels.</p> <p>Be able to build and maintain good relationships with all team members</p> <p>Have a commitment to Equal Opportunities policies and procedures.</p> <p>Have a commitment to Health and Safety relating to The Green.</p>

How to apply

If you feel you have the required passion, energy and enthusiasm to help us on the next steps in our journey, then you're on your way to becoming part of something that will make a real difference to people's lives.

To apply for the role please go to <http://www.thegreennunhead.org>, download the application, EO form and the guidance notes. You need to complete the application form and EO form and email it to recruitment@nunheadsvoice.org.uk with the subject BUSINESS ADMIN APPLICATION in the subject line by 9am on the 15th October 2019. Interviews are to be arranged few days after the closing date.