

SUSSEX COMMUNITY DEVELOPMENT ASSOCIATION

Job Description:

Community Hub Senior Project Assistant (SPA)

Reporting to: Community Hubs Project Manager

**Work pattern: Part-time 30 hours per week, core hours 9am – 3pm,
with flexibility required. Permanent contract**

**Salary range £17,503 - £19,711 per annum pro rata, dependent on
skill & experience**

Based at Denton Island Community Centre, Newhaven



The Organisation

SCDA was founded in 1997. Its primary purpose is the development of sustainable community-based regeneration initiatives addressing the economic, environmental, and cultural and community needs, and particularly addressing the needs of those most vulnerable in the community.

SCDA now runs a range of projects and services aimed at supporting community involvement across East Sussex. Funding has been secured from a range of sources including European, Lottery and charitable trusts as well as contracts to deliver services and run projects in both Newhaven and elsewhere in East Sussex.

To support its core activities SCDA also runs a number of Social Enterprises. These include Denton Island Nursery, rated as 'Good' by Ofsted, several charity retail shops, and a bicycle recycling scheme.

Service areas include:

Employability – supporting unemployed people across East Sussex, specialising in those who find it hardest to find and sustain paid work.

Community Advice & Wellbeing – delivering a variety of services aimed at promoting inclusion for people from culturally diverse communities; supporting people at risk of anti-social behaviour and hate crime; offering mental health support via affordable counselling services and support for those bereaved by or at risk of suicide, and offering access to a range of specialist advice provision through partners.

Community Development & Health – delivering targeted and general Youth provision locally; delivering a range of services around food & food security; green and open spaces; promoting physical activity and mental health; raising the profile of communities in which we work through regular community events; offering a suite of Family Learning and Inclusion activities for parents and carers of Under 5's.

SCDA has a strong track record in partnership working and in the quality of service delivery to meet the needs of the most vulnerable in the community: helping the community help itself.

The context of the job

The organisation currently employs approximately 100 employees, and continues to grow - especially in terms of its geographic delivery remit. One of SCDA's Core Values is teamwork & supporting colleagues and we therefore expect all members of staff to demonstrate flexibility within their specified job role, and offer support to other team members as and when required.

The role sits within the Community Development & Health team, and works out of premises in Newhaven. There may be some limited travel to SCDA and partner outreach locations across East Sussex.

The post holder may be occasionally required to work evenings and weekends to meet service user and community needs, and to assist in delivery and coordination of community interest events. Either time off in lieu may be granted in accordance with the policy, or

preferably work pattern flexed in the week before or after such events occur. Occasional limited overtime may be available if budgets allow, and after authorisation from line management.

Job Purpose

The purpose of the role of the Community Hub SPA is to provide a professional & courteous front of house service for Denton Island Community Centre, which has recently started the process of reopening services on a face to face basis following the continued easing of Covid-19 lockdown measures. Additionally, the Community Hub SPA has responsibility for recording & raising local Health & Safety & premises related matters, offering practical and project related administration support for Denton Island Community Centre staff (predominantly those in Community Development & Health), and especially supporting the needs of the Foodbank and Community Food area, as directed by line manager.

Main Tasks

Newhaven Community Hub duties:

- Be the first point of contact for the Hub (Denton Island Community Centre), meeting and professionally welcoming all visitors to the centre, and ensuring that visitors sign in and out as appropriate
- Deal with enquiries from visitors and service users in a helpful and informative way
- Signpost service users to other SCDA services and relevant partners services, utilising the principles of good, clear and balanced Information giving (IAG and Matrix)
- Answer and transfer telephone calls within the Centre, taking messages as needed and emailing those involved
- Keep the front of house area tidy and ensuring all post & deliveries are signed for and distributed across the Newhaven centric service offices
- Carry out weekly H&S checks, for example testing the fire alarm
- Ensure that appropriate marketing brochures for SCDA services are available
- Check and update posters and leaflets within the Hub entrance way and on the notice boards to ensure they are current and up to date, removing any that are not
- Check & update the diary/booking sheets on a daily basis to see what meetings, interviews and training courses are taking place, and ensure there are delegate/visitors lists available
- Maintain the franking machine after following advice from the finance team
- Ensure DICC staff sign in and out sheets are drawn up in advance
- Help to ensure the Centre is clean, tidy and well presented at all times
- Ensure rooms are set up appropriately and in a timely fashion
- Remove trolleys at the end of the day if the meetings, training sessions have finished
- Assist with room set ups and sourcing appropriate equipment when requested
- Occasionally prepare refreshment trolleys, if requested, and wash up/clean up/load/unload dishwasher as required
- Ensure a weekly health and safety check is made of the centre, checking each room and office is compliant with health and safety requirements.
- Check the toilet facilities on a regular basis to ensure a high cleanliness standard is maintained
- General housekeeping tasks such as emptying dishwasher each morning
- Report damage, cleaning issues etc. to Estates & Premises function in a timely manner
- Send purchasing requests for refreshments for the centre as needed

- Supporting centre users with their enquiries and help them access required resources during their visit
- General administrative or any other reasonable duties as necessary, this may include administration for other SCDA Hubs.

Foodbank / Community Food SPA duties:

- Route plan and manage the logistics for those foodbank users who require a delivery service to their home
- Maintain detailed records including excel spreadsheets reflecting client details and frequency of access, as well as creating and distributing membership packs
- Support and direct foodbank volunteers as required
- Assist in collating any data required to enable SCDA to report to funders
- Welcome Community Supermarket visitors
- Keep records of takings related to the Community Supermarkets and report/bank these with finance as required
- Cashing up for the Community Supermarket
- Facilitate emergency collections from the foodbank

Any other duties deemed necessary to provide a quality service including:

- Ensuring that all requirements outlined in the SCDA staff handbook, personnel procedures and Policies are personally adhered to.
- Be familiar with and conform to responsibilities under GDPR and Data Protection Law.
- Be familiar with and conform to responsibilities under the Health and Safety at Work Act in relation to service users, colleagues, self and others.

EQUAL OPPORTUNITIES

Sussex Community Development Association is working towards equality and has policies relating to the equality of opportunity in employment and service delivery. All staff are expected to comply with these policies.

HEALTH AND SAFETY

All staff have responsibility to maintain the health and safety of themselves and others within the performance of their duties in accordance with SCDA health and safety policies and to undertake specific health and safety responsibilities as necessary.

This job description will be reviewed from time to time or as necessary and may be amended to meet the changing needs of the organisation. It will also be used as the basis for the determination of objectives and the content is subject to annual review.

Signature of post holderDate

Person Specification

Essential:

- Computer skills, particularly Word, Excel and Outlook for diary and room booking management
- Good organisational skills
- Good interpersonal skills including friendliness, flexibility, tactful – be able to get on with people
- Good standard of written and verbal English
- Ability to communicate clearly & sensitively with a wide range of people
- Good standard of numeracy

Desirable, but not essential:

- Previous administration experience
- Cash handling experience
- IT qualification

Essential personal qualities:

- A desire to provide all visitors with a friendly welcome to the centre and a quality service during their visit
- A friendly welcoming telephone manner
- Ability and confidence to deal with challenging clients and to recognise when to seek help
- A flexible and positive approach to work and challenges
- Ability to work as part of a team
- Ability to work on own initiative
- Sound understanding of confidentiality
- Reliable