

Centre Administrator – Job Description

About the Role

The Centre Administrator plays a pivotal role in the smooth day-to-day running of the centre, creating a welcoming and efficient environment for staff, clients, and visitors. This is a diverse, hands-on role that combines operational management, event coordination, community engagement, financial oversight, social media advertising/web-based promotions and health and safety compliance.

Reporting to the Trustees, the Centre Administrator will work closely with a range of internal and external stakeholders. The ideal candidate will be proactive, organised, personable, and capable of managing multiple responsibilities with confidence. This is a varied and rewarding role, ideal for someone who likes variety in a community-focused environment.

Key Responsibilities

1. Facilities & Operations Management

- **Room Bookings:** Manage room hires, classes, meetings, and community events. Allocate spaces based on group needs (e.g., noise levels, accessibility, parking) and oversee setup, cleanliness, and special requests.
- **Youth Activities:** Working with Trustees to fulfil our Youth requirement. Identifying new services that could be managed by the centre. Liaise with Hope Church (our current Youth Club provider) regarding their service. Reporting back to Buckinghamshire Youth Services as and when required.
- **Site & Building Maintenance:** Perform weekly internal and external checks to ensure cleanliness and upkeep. Coordinate repairs and general maintenance with caretaker as well as organise cleaning services according to the needs of the space and to maintain the centre in good condition.
- **Health & Safety:** Ensure compliance with health and safety standards (e.g., fire exits, risk assessments, first aid). Provide necessary safety briefing for regulars and one-off hires.
- **Crisis Response:** Address unexpected issues such as power outages, cancellations, or emergencies swiftly and effectively.
- **Security & Alarms:** Manage building alarms, including setting, disarming, and responding to alerts as well as creating and deleting alarm codes as necessary.

- **Utilities & Contracts:** Monitor utility usage and liaise with suppliers to ensure efficiency. Manage third-party contracts (e.g., Veolia) and suggest improvements where appropriate.
- **Waste & Grounds:** Oversee waste disposal, recycling services, and ensure that the grounds remain tidy and litter-free.
- **Parking Management:** Address parking-related issues, including reviewing fines, handling disputes and managing white lists.
- **Equipment Maintenance:** Monitor the functionality and cleanliness of appliances (e.g., fridges/freezers).

2. Customer Service & Communication

- **Front of House:** Act as the first point of contact for in-person, phone, and email enquiries, offering a friendly and professional welcome to all.
- **Stakeholder Liaison:** Build and maintain strong relationships with clients, staff, trustees, volunteers, contractors, and external stakeholders. Regularly communicate with regular hirers.
- **Email & Phone Management:** Manage the centre's general inbox and phone line, ensuring timely and appropriate responses to all inquiries.
- **Database Management:** Maintain accurate and organised records for bookings, finances, and contracts.

3. Financial Oversight

- **Monthly Tasks:** Record revenue, operating costs and manage project budgets. Assist in the preparation of financial reports with the treasurer.
- **Invoicing:** Generate and process quotes and invoices for bookings and services. Monitor outstanding payments and follow up as necessary.
- **Pricing Strategy:** Collaborate with Trustees to set and review pricing for room hire and services.
- **Grants & Funding:** In collaboration with the Trustees, identify and apply for funding opportunities to support youth, senior, and community programmes.

4. Policies, Compliance & Administration

- **Safeguarding & DBS Checks:** Ensure compliance with safeguarding policies, including regular DBS checks for all relevant staff and users.

- **Code of Conduct:** Maintain and enforce clear behaviour guidelines for centre users.
- **Risk Assessments:** Keep statutory documentation up to date, outlining potential risks and mitigation strategies (e.g., signage, supervision etc).
- **Utility Accounts:** Oversee utility correspondence and resolve any arising issues.
- **Document Management:** Ensure clear electronic filing systems and accessibility of key documentation.
- **5. Community Engagement & Events**
 - **Event Coordination:** Plan and manage private bookings, fundraising events, community days, talks, and workshops. Coordinate logistics, catering, and setup, ensuring everything runs smoothly.
 - **Outreach:** Assist in the development of strategies to promote the centre, including local partnerships, newsletters, community boards, and events, to increase visibility and participation and assist in implementing them.
 - **Fundraising Support:** Assist Trustees in preparing and submitting grant applications, including gathering documentation and ensuring deadlines are met.
- **6. Marketing & Partnerships**
 - **Digital Presence:** Manage and update the centre's website and social media accounts to ensure content is accurate, engaging, and mobile-friendly. Monitor website traffic and user engagement to optimize the online presence.
 - **Social Media Engagement:** Post regularly, promote events, and engage with the community through platforms.
 - **Media Relations:** Understand the local landscape of media which is mainly via social media.
 - **Community Promotion:** Collaborate with schools, councils, and local organisations on joint promotions and outreach to increase awareness.
 - **Event Publicity:** Promote special events, open days, and community achievements to attract broader engagement.

What We're Looking For

Key Skills & Attributes

- Strong organisational and time-management skills.
- Ability to effectively manage multiple responsibilities in a busy environment.

- Excellent verbal and written communication skills.
- Confident in engaging with a wide range of people.
- Calm and solutions-focused when resolving conflicts or emergencies.
- High attention to detail, especially in financial and administrative tasks.
- Team player who collaborates well with others and takes initiative.
- Comfortable using Microsoft tools, social media tools and use of financial packages eg Xero would be beneficial.
- Creative mindset with an eye for improving processes and services.

Experience & Qualifications

- Proven experience in administration, operations, or facilities management.
- Experience in a community-focused or non-profit setting is preferred.
- Background in event coordination, financial oversight, and customer service.
- Familiarity with grant writing or fundraising is a plus.
- Experience working with Trustees - listening to direction whilst also contributing ideas and feedback.
- Health and safety awareness or certification desirable.
- Must hold or pass an Enhanced Disclosure and Barring Service (Enhanced DBS) for working with Children and vulnerable adults..
- Two professional references required.

Why Join Us?

No two days are the same in this vibrant and community-led space. This is your chance to shape the daily experience of hundreds of people who use the centre and support the growth of meaningful programmes. If you are proactive, enjoy variety, and thrive on helping others, we'd love to hear from you.

Job Details

- Location: Beaconsfield
- Hours: 20 hours per week
- Contract Type: Part Time
- Remuneration: £15/hour (according to experience)
- Application Deadline: 22nd August [unless role filled sooner]