



Hope St Mellons is the working name of Here For Good Collective  
(charity number 1202371)

Beacon Centre, Harrison Drive, St Mellons CF3 0PJ

contact: [info@hopestmellons.org](mailto:info@hopestmellons.org)

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# Application Pack: Reception and Administration Assistant

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## Overview of the Post

<b>Post</b>	Reception and Administration Assistant
<b>Location</b>	The Beacon Centre, Harrison Drive, St Mellons, CF3 0PJ
<b>Responsible to</b>	Director
<b>Working hours</b>	Part time: 22.5 hours  (Flexible hours across Monday - Friday available)
<b>Contract type</b>	12-months fixed term (We are looking to extend this role beyond 12 months but this will be subject to the availability of funds)
<b>Start date</b>	01 August 2024
<b>Probation period</b>	6 months
<b>Salary</b>	£25,158 (£15,095 pro rata)
<b>Annual leave</b>	30 days paid leave (18 days pro rata) plus bank holidays.  Holiday and TOIL are expected to be taken such that the impact on programmes is minimised.

### Role summary

Hope St Mellons (legal name: Here For Good Collective) was established in 2023 after local people came together to form a new community development organisation. This built on 10 years of community work by local volunteers. Hope St Mellons is based in and manages The Beacon Centre, an independent community centre in St Mellons, East Cardiff. We are seeking an experienced and highly organised person to support our work. You will be responsible for the smooth running of our Reception and supporting our Director with a variety of administrative tasks, including managing the bookings diary and general enquiries.

## About Hope St Mellons

We are a grassroots community group based at The Beacon Centre and working across St Mellons. We have a small, dedicated staff team (including our Director, Facilities Manager, Volunteer and Community Development Coordinator, Pantry Manager, Wellbeing Workshop Leader and Cleaner) and a growing volunteer base (45+). The Reception & Administration Assistant is a new team role.

Our vision:

**A safe, connected, thriving community.**

Our mission:

**We are working together to:**

- **develop and nurture community,**
- **create spaces for connection and opportunities for growth,**
- **push back against social injustice.**

Our values and ways of working:

- **Local people know their community best.**
- **We work to be inclusive and intergenerational.**
- **We value the unique contribution and worth of each person.**
- **We work from hope and the strengths of our community.**
- **We commit to engaging with and listening to everyone in our community.**

Hope St Mellons began as a volunteer-led group in 2018. Following the growth of the group as a platform for local action and community development, we formed as a Charitable Incorporated Organisation (CIO) in March 2023. In May 2023, Hope St Mellons also took on management of The Beacon Centre (a multi-use, independent community building) and we are working with Beacon Centre Trust to transfer ownership of the building to Hope St Mellons. This is an exciting development that underpins a number of our aims for the coming years, including: the expansion of our community projects already based in the building; our ability to generate income from the building and become a self-sustaining organisation; and, the development of the building into a locally-owned community space where people feel welcome and valued. We're excited about what we're doing together through Hope St Mellons. Some of our current projects include:

- **St Mellons Pantry** – a community-led food project responding to food poverty and food insecurity where members pay £5 a week and choose up to £20 worth of good-quality, healthy food, including fresh fruit, vegetables and meat.

- **St Mellons Pantry Garden** – a volunteer-led food-growing and wildlife garden that supports connection and wellness. The Pantry Garden currently includes raised veg beds, wildflower meadow and a micro-orchard.
- **Forest School** – a child-centred, inspirational learning process, that offers opportunities for holistic growth through nature, play and supported risk-taking.
- **Wellbeing Workshops** –bespoke emotional literacy workshops utilising the creative arts to support families. This is delivered in partnership with local primary schools.
- **St Mellons Mutual Aid Fund** – community-led small grants to support those in hardship and to signpost neighbours to agencies who can help with food poverty, fuel poverty, debt and benefits advice.
- **Step Out Scholarship Programme** – a hyper-local fund that provides community-funded scholarships alongside pastoral support to help young people reach their goals through education and training.
- **Nature Club** – a monthly intergenerational club that focuses on connecting to nature and neighbours while benefiting the local environment.
- **Crafty Chats** – a friendship and craft group meeting twice a week at the centre.
- **Mess n Tots** – a low-cost sensory stay and play group.
- **One-off community events** including – Volunteers Christmas Party, Free Christmas Toy Shop, Table-Top Sales, Summer Coach Trips and our Community Mural project.
- **Our volunteer programme** – providing support, supervision, training and recognition for our volunteers.

You can see recent updates from Hope St Mellons on our Facebook and Twitter: @hopestmellons





Energy Saving Cooking Demo at St Fagans Food Festival, Sept '22



Young gardeners trying our first tomatoes, Aug '22



Making it to the top of Pen Y Fan! Money raised for Pantry, MAF and Stroke Association, Apr '22



Homemade cake at our weekly coffee morning :)



Digging our fruit bed in the hot sun! Jun '22



Decorating terracotta pots for our strawberry plants, Mar 22



Stopping for hot chocolates on our Nature Club Spring Walk, Feb '22



Free Christmas Shop - stocked by the community with 350+ new toys, Dec '21



Getting all ages involved in Garden Club, Mar '22





Planting 200+ daffodil bulbs across St Mellons, Oct '21



Three of our scholarship students graduate with degrees in Law, English & Drama, Jun '21

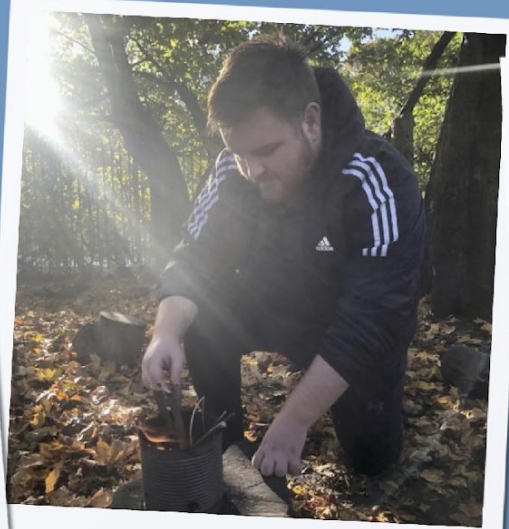


### Baking Club

Bake-at-Home Club during Covid restrictions, Mar-Jul '21



Harvest time! Zero-miles, organic veggies in the Pantry, 'Sept 22



Training local volunteers as Forest School Assistants, Oct '21



All ages turn out on a winter day to plant our micro-orchard, Jan '22



Creating a Bug Hotel in Nature Club Mar '22



Our friendly Carrot and T-Rex talking to Pantry members about cooking with veg! May '22



Fancy dress at our Jubilee Party Jun '22



## Job description

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### Main purpose of the role

The Reception and Administration Assistant will be responsible for the smooth running of our reception area at The Beacon Centre, ensuring a high-quality experience for all visitors. They will support the Director with a variety of administrative tasks, including managing the bookings diary and general enquiries, and offering clerical support to our groups.

### Role specific tasks

1. To deliver a high-quality reception experience, including; greeting, welcoming and directing visitors.
2. To be a first point of contact for visitors to the centre.
3. To deal with general enquiries; including by email, phone and in-person enquiries.
4. To work with the Director and Facilities Manager to accommodate hires and bookings of our rooms, including: overseeing booking requests and the bookings diary.
5. Welcoming one-off hires and supporting hirers as needed before and during their bookings, including supporting with refreshment set-up.



6. To support the Director with finance related tasks including: handling petty cash, filing of expense forms and receipts, and the processing of payments.
7. To support the Director with administrative and clerical tasks relating to: communications, grant funding and monitoring, and volunteering.
8. To undertake administrative tasks relating to projects e.g. photocopying, creating and managing sign-in sheets, helping with publicity etc.
9. To support the smooth running of the office by: sorting and distributing mail; keeping an inventory of stationary and other stock; ensuring there are refreshments.
10. To support and work alongside the Director in the organisation and promotion of activities, events and projects as required.
11. To work with the Facilities Manager and Director to ensure the safety of centre users and community members and compliance with Hope St Mellons policies.
12. To develop and maintain positive, professional relationships with Hope St Mellons volunteers and members and all centre users.
13. To work with the Volunteer and Community Development Coordinator to support volunteers to cover the reception desk (where possible).

### **General tasks**

- To work within and promote all of Hope St Mellons' policies and procedures.
- To work within and promote Hope St Mellons' values and ways of working.
- To work collaboratively and support colleagues.
- To keep accurate records including statistical information where appropriate.
- To provide written reports and information as requested.
- To work at Beacon Centre as and when required.
- To attend training and undertake continual professional development as required.
- To attend meetings as required, including weekly staff meetings.
- To attend monthly supervision meetings and annual appraisal meetings, working with the Director to develop objectives for professional and personal development.
- To work flexible hours as appropriate to the needs of the role, including some evenings and weekends.
- Any other reasonable duties requested by your line manager.

This job description outlines the general ways in which it is expected you will meet the overall requirements of this post. The list of tasks is not an exhaustive one and Hope St Mellons may vary duties from time to time. This job description is subject to regular review.

## Personal specification (Reception and Administration Assistant)

<b>Skills</b>	<b>Essential</b>	<b>Desirable</b>
Strong attention to detail with a methodical approach to work.	x	
Capability of working within a process-driven environment with excellent organisation and planning skills.	x	
Ability to work as part of a team and build and maintain effective and supportive relationships with peers and partners.	x	
Ability to communicate effectively with community members, staff, and stakeholders in plain, easy to understand English, both in writing and verbally.	x	
Be able to demonstrate excellent customer care skills.	x	
Be able to demonstrate commitment to equality and diversity and a genuine desire to help people.	x	
Be able to demonstrate a good level of literacy and numeracy.	x	
Possesses excellent ICT skills, including a high level of competence with Microsoft Word and Microsoft Excel.	x	

<b>Experience</b>	<b>Essential</b>	<b>Desirable</b>
Experience of office administration in the public, private or third sector	x	
Experience in public facing role (e.g. customer service, receptionist)		x
Using a variety of IT applications i.e., Google Workspace, MS packages, to assist the smooth running of the organisation.	x	
Experience supporting communications and PR (social media engagement, print media etc).		x
Experience of working in the third sector, and how to develop beneficial partnerships with the local community, public and private sector.		x
Experience of working with volunteers.		x
Experience of working in a community setting that reflects a range of backgrounds and ages.		x

<b>Knowledge</b>	<b>Essential</b>	<b>Desirable</b>
A good understanding of equalities, diversity and inclusion.	x	
Understanding of confidentiality and data protection issues.	x	

Lived experience or a good understanding of wellbeing/economic issues facing areas of deprivation, and how to overcome barriers to engage people.		x
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<b>Additional Job Requirements</b>	<b>Essential</b>	<b>Desirable</b>
Demonstrates resourcefulness, initiative and a positive 'Can Do' attitude, is solution focused and can see the overlaps with other streams of work.	x	
Is adaptable and takes responsibility.	x	
Is organised, confident, reliable, honest, punctual and enthusiastic.	x	
A good team player who will support colleagues.	x	



## Application process

**Application form:** Application forms can be requested from: [info@hopestmellons.org](mailto:info@hopestmellons.org)  
Please note that we will not accept a CV in place of a completed application form.

**Deadline for application form to be submitted:** Wednesday 21<sup>st</sup> August 2024, 5:00 pm.

**Please email your completed application form to:** [info@hopestmellons.org](mailto:info@hopestmellons.org)  
Please include your name and the post title in the subject. You will receive an email confirming that we have received your application. Invitations to interview will be sent out on Friday 23<sup>rd</sup> August 2024.

**Interviews:** Interviews will take place on Friday 30<sup>th</sup> August at the Beacon Centre, Harrison Drive, St Mellons, CF3 0PJ. Details about the interview will be sent out with invitations to interview.