

## JOB DESCRIPTION

- Job title:** Centre Administrator
- Main Location:** The Small Street Centre, Walsall, WS1 3PR
- Responsible to:** Head of Community and Business  
Development/Community Project Coordinator
- Working Hours:** 30 hours per week, Mon - Fri 8am to 2pm/ 9am to 3pm  
as agreed.
- Salary:** £11.55 per hour + benefits
- Contract:** Fixed term until 31<sup>st</sup> March 2025
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**Background:** YMCA Black Country is a group of YMCA charitable companies & associated trading subsidiaries operating in the Black Country and South Staffordshire area, delivering a wide range of community services. The services delivered includes supported housing, youth work, childcare and family support, substance misuse support interventions, skills and employment training, and health & well-being services.

**Job Role:** Operating as part of the Programmes team, reporting to the Community Project Coordinator, the post will provide the first point of contact, by telephone or face-to-face, for visitors to & users of The Small Street Centre. The post will also provide administrative support for the Centre in order to ensure the smooth operation of the Small Street Centre, maximising on income generation and partnership working.

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## Duties and Responsibilities

### 1. General “Front of House” Duties

- Deal with telephone enquiries via the main Small Street Centre switchboard, handling and dealing with calls in an appropriate manner.
- Greet visitors/users of the centre face-to-face, dealing with their requirements in an effective & professional manner.
- Send e-mails and respond to e-mails using Outlook.
- Maintain good records and develop efficient filing through SharePoint/One Drive.
- Collate and distribute incoming mail deliveries for Centre occupants.
- Provision of office services to the Centre occupants e.g. reporting of repairs, invoice queries and maintaining good relationships.
- Take bookings for the Centre’s training / meeting room facilities and record on appropriate system.
- To assist in the preparation of meeting rooms for conferences, and the service of refreshments.
- To work with other staff, volunteers and trainees in a supportive and professional manner.

### 2. Personal Development

To develop self within the post, undertaking training / supervision and appraisal as appropriate to ensure that relevant knowledge and skills are updated in order to support the development of the Association.

### 3. General

- Be aware of the Association’s duty of care in relation to staff, residents and visitors and to comply with the health and safety policies at all times.
- Establish and maintain positive, constructive and professional working relationships with staff, residents and visitors and all other stakeholders of the Association.
- Be aware of and comply with all Association Policies and Procedures relating to your employment, including codes of conduct, safeguarding policies and equal opportunities policy and any statutory regulation affecting your work. Act in a courteous way at all times in communications with both colleagues and other stakeholders.

- Respect prayer and devotional times that may take place from time to time in YMCA gatherings and related activities. \*

Ensure all work practice is inclusive, expressed through a wholehearted commitment to welcome those of all faiths and none.

In addition to the job set out in this job description the post holder may, from time to time, be required to undertake additional or other duties as necessary within their capabilities and status to meet the needs of YMCA Black Country Group.

## **Person Specification** **Administrator – Small Street Centre**

<b>Experience of</b>	<b>Desirable</b>	<b>Essential</b>
Experience of dealing with members of the public at the “front desk”	✓	
Experience of dealing with members of the public on the telephone	✓	
Working independently on own initiative with very little day-to-day supervision	✓	
Experience of managing multiple priorities	✓	
<b>Knowledge and understanding</b>		
Knowledge of third sector organisations	✓	
Sound understanding of the need for a professional approach in dealing with members of the public – both in person and on the telephone		✓
<b>Skills</b>		
Excellent communication and interpersonal skills, with the ability to support professional credibility across the organisation		✓
Strong prioritisation skills and ability to manage own workload		✓
Ability to demonstrate attention to detail		✓
ICT skills – Microsoft Office Suite		✓
Team player		✓

<b>Personal Attributes</b>		
Ability to make decisions and use own initiative		✓
Self-motivated		✓
Creative and able to come up with new ideas	✓	
Prepared to learn new skills		✓
<b>General</b>		
A commitment to equal opportunities in the workplace which creates a welcoming environment for people of all faiths and of none		✓
To be in sympathy with the Christian Ethos and values of YMCA Black Country Group		✓
Full clean driving licence and use of car	✓	
<b>THE POST HOLDER MUST AGREE TO AUTHORISE A FULL DISCLOSURE AND BARING SERVICE CHECK.</b>		✓

\* A Genuine Occupational Requirement in accordance with the Equalities Act 2010