

Job description

Job Title:	Community Hub Administrator – Skelton Grange	Job Level:	2A	Job Ref:	326
Directorate:	UK Operations	Department:	Operations		
Reports to:	Community Hub Manager	Directly responsible for:	No direct reports		
Location	Skelton Grange, Leeds				

Department Purpose

TCV's Operations Team connects people together to protect & restore nature, delivering lasting benefits for both.

Role Overview

- TCV's Community Hubs are busy public centres & sites hosting a diverse range of activities and welcome thousands of visitors each year. These include regular and new volunteers of all ages and experience, community and school groups, corporate partners, contractors, delivery workers and members of the public.
- This role supports the delivery of the Skelton Grange Community Hub. Skelton Grange is a popular centre and site welcoming 7500 volunteers and public visitors each year, hosting a range of community-based conservation volunteering, health & wellbeing, and outdoor learning activities for people and nature. The site also hosts room hire, employee volunteering days and regular public events.
- The role will support the Community Hub Manager in the provision of a wide range of administrative duties which allows Operations teams to focus on core elements of operational delivery and development.
- This Community Hub Administrator will provide 7 hours a week administrative support to TCV's central services.

Key Role Responsibilities

Customer Care

You will often be the first point of contact for the Community Hub via email, post, telephone and in person, and conduct tours for a range of visitors including volunteers, health referrals, customers and funders. You will need to be welcoming and organised, handling or forwarding enquiries as appropriate.

Communication & Marketing

You will have oversight of ensuring our great range of opportunities to connect people with nature reaches our community and stakeholders and is celebrated. This will include, but is not limited to:

- Planning and delivering an engaging and effective publicity programme across the year for the Community Hub's regular projects and special events.
- Ensuring the Community Hub website content is up to date and events listed.
- Create, post and schedule content for social media (e.g. Facebook, Instagram, Bluesky, TikTok, LinkedIn).
- Manage event and promotional platforms (e.g. Eventbrite).
- Overseeing attendance at external events (e.g. volunteering fairs, community festivals, EDI marketplace events).
- Create digital and printed media including newsletters, posters and signage, following TCV brand guidelines (we use Canva and Mailchimp).
- Acknowledge Funders as required.
- Take photos and maintain an easy to manage photo library.
- Write press releases when appropriate and liaise with media.

Community Hub Hire & Events

You will be responsible for centre and room hire, which is an important income stream and awareness raising tool for the Community Hub. This needs the role holder to be organised, reliable and friendly. It involves publicising and booking our rooms & outdoor spaces, ensuring spaces are set up as agreed, safe, clean and accessible, providing on-day support for groups, organising catering where required, and invoicing. You will also play a key role in the planning, promotion and delivery of 4-6 large seasonal open days/fairs per year.

Operational Support

This role is key to ensuring the Community Hub runs smoothly, by supporting the operational team. This includes:

- Managing the day-to-day processing of group, individual, centre hire and corporate enquiries & bookings, and ensuring Community Hub calendars are up to date.
- Monitoring booking levels for projects & events and taking action where required.

- Lead on Community Hub volunteer recruitment by checking in with operations staff on vacancies and details for advertising, ensure opportunities are listed on relevant websites, co-ordinate enquiries and support with interviews and induction.
- Supporting the day-to-day running of the community hub through procurement and invoicing tasks.
- Maintaining awareness of stock levels of core items and managing supplies for the building, and projects as requested (eg stationery, cleaning supplies, equipment, first aid, PPE, TCV Uniform for staff and volunteers)
- Ensure routine building maintenance is booked, carried out and certified (eg annual PAT tests, alarms and fire extinguishers, refuse collections, cleaning etc).

Central Support

You will work closely with our Business Solutions Manager to provide additional administrative support, predominantly supporting the management of our national fleet portfolio, for TCV Central Services and Operations 7 hours a week. This will be variable, but will be based from Skelton Grange and a great opportunity to work with staff across TCV.

Other as Required

- To support as secretariat for Community Hub team meetings.
- To act as liaison and support for Community Hub Friends of group.

Working Relationships

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| <ul style="list-style-type: none"> • The role holder will interact with a range of individuals and teams across the Community Hub, region and nationally, and cover for other team members where required. • The role involves responding to a range of support requests and the provision of information on a broad range of processes, policies and systems in line with team and broader organisational objectives. | <ul style="list-style-type: none"> • The holder will be in regular contact with a range of external contacts and suppliers and is required to maintain a range of working relationships. • The role involves some interaction with funders, making sure their requirements are met through the delivery of agreed, accurate, and timely processes. |
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Autonomy, Complexity and Risk

- The role requires work to be carried out in a proactive and collaborative manner, predominantly following agreed processes, but flexing as appropriate to ensure a balance between national consistency and local requirements being met.
- It involves using a range of systems to deliver a varied range of support to Operations staff to enable them to focus on their key delivery priorities.
- The remit of the role is anticipated to involve working with a range of information, this relating to finance, marketing, volunteering, funders, compliance, suppliers, property management and other requirements.

Planning and Reporting

- The holder will produce reporting information for internal and external stakeholders in line with agreed requirements and ensuring all agreed timelines are met.
- This will include the provision of ad hoc and bespoke information and ensuring that all transactions are handled efficiently and accurately as requirements from the function develop and evolve over time.

Additional Responsibilities

- Complete any other activities as appropriate for the level and nature of the post as delegated.

TCV Values and Behavioural Framework

<p>Our Values:</p> <ul style="list-style-type: none"> • Make stuff better. • Make a positive environmental impact. • Crack on and muck in. • Make a difference. • Be the best that we can be. 	<p>How we demonstrate our values through our day-to-day work is outlined in our supporting behavioural framework. This framework forms part of our annual performance and development review (APDR) process.</p>
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Regulatory Requirements (delete as applicable)

Criminal Record Check and Self Disclosure

- Basic DBS

Person Specification

	Essential	Desirable
Education / Qualifications		
A good standard of education, including GCSEs or equivalent in English and Maths.	X	
Additional educational, vocational or professional qualifications, e.g. NVQ in Business Administration.		X
Experience		
Provision of a range of administrative support, ideally involving multiple stakeholders.	X	
Prior experience in a comparable not for profit / grant funded organisation.		X
Working in a business/admin support function.	X	
Knowledge and Skills		
Proven ability to manage a varied workload and willingness to develop knowledge across different functional areas as required as the role and team develops.	X	
A high level of attention to detail and accuracy.	X	
Good relationship management skills to work with multiple teams across the organisation.	X	
A good team player, with a collaborative approach to work.	X	
Strong IT skills, including the ability to use a range of systems including Microsoft Office and the ability to learn and use new systems to record information, and best meet stakeholder needs.	X	
A good multi-tasker and able to prioritise work to ensure all deadlines are met.	X	
Ability to collate data in an accurate and timely manner to be used to identify trends and risks.	X	
Ability to carry out a range of activities with wide-ranging impact across the organisation.	X	
Ability to work with colleagues and understand a range of requirements from both Operations delivery and multiple Central Service functions (e.g. IT, Finance, HR, Marketing) perspectives.		X
Involvement in supplier management and/or process improvement related activity.		X
Personal Characteristics		
Strong verbal and written communication and interpersonal skills, including confidence working with and providing information and process-related guidance to a broad range of people and teams across and external to the organisation.	X	
A flexible approach to work and strong commitment to delivering an excellent, customer-focused service and to contribute towards the implementation of a continuous improvement approach.	X	
A proactive and process driven approach.	X	
Other Requirements		
Adherence to TCV policies and procedures, including Health and Safety, GDPR and Safeguarding.	X	
Ability to travel to TCV offices if required.	X	