# London Development Trust

# is Recruiting

**We are recruiting! Join our team as a centre worker and play a key part in ensuring that the Community Centre is welcoming, open, safe and accessible to the local community.**

**The post is paid according to the London Living Wage at £11.95/hour and is based on flexible contract of minimum of 16 hours per month.**

**To apply please send a C.V. and Covering Letter to: info@actongardens.community or careers@actongardens.community and address it to the Centre and/or Project Manager. For an informal discussion about the opportunity call our team on 0208 0755240. Application Deadline is 16th January 2023.**

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| **Title:** | Centre Worker |
| **Accountable to:** | Centre Supervisor and Senior Project Manager |
| **Responsible for:** | N/A |
| **Location of post:** | Acton Gardens Community Centre – with occasional travel |
| **Salary Package:** | **£11.95 per Hour.** |
| **Terms of employment** | **Flexible Hours (Evening and Weekends)** |
| **Contract:** | 1-year fixed term |
| **Hours:** | Minimum 16 hours/month – evenings and weekends; occasional weekdays |
| **Holiday entitlement:** | 27 days and bank holidays (pro-rata) |

London Development Trust helps to create places where people live happily together. We think that this is best achieved by having communities that thrive and are sustainable.

London Development Trust provides the strategic means by which the community and those who

seek to improve it can make change which is mutually beneficial and sustainable. Our primary function is to connect organisations; empower the local community; make available space; influence the powerful.

Our approach ensures those in the community have the capacity to determine how their community can change for the better. For the voluntary, private and public sectors this means – costs savings; value for money; community support; increased social impact. London Development Trust has summarised how it will achieve its vision under these 5 categories.

**Connecting the Dots –** Too many organisations with similar objectives, whether from the public, private and voluntary sectors, work in isolation. We provide the practical means by which partners can easily work together for mutual benefit. As well as this London Development Trust provides the mechanism for delivery for organisations wishing to implement the Social Value and Localism Acts.

This is done by:
- Using our experience and track record to lead or participate in collaborative funding bids
- Leading local collective committees
- Using our established network to create new partnering opportunities for local organisations
- Using our extensive networks to ensure that projects reach their intended participants and beneficiaries.

**Empowering the Community** – Our primary function is not to 'do' community development, but to enable individuals and groups to take ownership of their future. We do this by:
Directly providing expertise, training, resources and finance to local people and community groups.
Ensuring this approach is embedded in the exit strategy of local initiatives.

**Creating the Space** – Safe, accessible space is a key element in the successful delivery of our objectives. Not only does LDT own and manage space, we also seek to influence others in providing spaces in a way which is open, transparent and with clear and measurable community benefit.

**Influencing the Powerful** – London Development Trust uses evidence-based research and practical examples from the myriad of projects delivered under our umbrella to influence those who make policy and plans which affect our community.

**Organisational Independence; Excellence and Sustainability** – LDT is a professionally staffed organization which drives the other 4 Keystones.

**Core Values**
To help us achieve our mission, we embrace the following core values within the organisations:

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| ▪ **Entrepreneurship** | ▪ **Good governance** |
| ▪ **Sustainability** | ▪ **Innovation** |
| ▪ **Collaboration** | ▪ **Accountability** |



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| ▪ **Holistic working** | ▪ **Impact Measurement** |
| ▪ **Evidence Based projects** | ▪ **Sharing learning** |

**Centre Worker Job Description**

**Purpose of the Post**

To manage the reception area at The Acton Gardens Community Centre and to assist Supervisors and Manager/Supervisors in the general running of the Centre. Centre workers will be providing a seamless service to the local community.

You will be expected to:

- Be the face of The Acton Gardens Community Centre, actively engage and promote all community projects and events taking place at the Centre and the local area.
- Be the frontline initial contact for visitors or enquiries to the Centre or adjacent L&Q Offices, whether in person, email or on the telephone.
- Give site visits to potential hirers and follow the bookings procedure as per LDT policy and ensure bookings run smoothly, professionally and to the needs of the clients.
- Issue invoices to clients and maintain record keeping of financials and communications.
- Provide day to day support to the Centre Manager/Supervisor in the organisations of the Centre facilities, including contributing to the maintenance of a healthy, safe and secure environment.
- Liaise with the cleaning staff/company and give instruction as necessary to maintain the highest standards of hygiene and cleanliness.

**Key Responsibilities**

- Working alongside and liaising with the Centre Manager/Supervisor/Project Manager on a close basis to ensure a professional and productive running of the centre.
- Regular meetings with the finance officer to keep updated on client lists/refunds/invoices.
- The provision of high quality and responsive reception and facility management services that meet the needs of our local community and the adjacent L&Q Offices.
- The development and maintenance of reception and facility management procedures that ensure that services are provided efficiently and effectively and to ensure that there are seamless handover procedures developed between the Centre Worker and Centre Manager/Supervisor.
- The provision of a welcoming and positive introduction to LDT and The Acton Gardens Community Centre for all callers, whether on the telephone, by email or in person and maintaining an accurate record of caller details as required.
- Ensuring that the facilities are prepared for users, including provision of additional equipment and that, where necessary, refreshments are ordered in preparation for activities and events.



- Ensuring that any minor repairs are logged, reported to the Centre Manager/Supervisor and completed in a timely fashion. Any major repairs should be discussed with the Centre Manager/Supervisor and reported to the relevant organisation/agency to ensure that they are dealt with. Completion of these works should be monitored and chased as required.
- To carry out fire alarm tests and drills in line with LDT and AGCC Health and Safety requirements.
- The provision of information in a format to be agreed to the Centre Manager/Supervisor to ensure that a database is maintained to capture information on Centre's users and income generation.
- Collection of hiring fees for LDT's facilities as and when required. Any such payments will be dealt with in accordance with LDT's financial regulations.
- To ensure that LDT's Health and Safety policy is adhered to and enacted, specifically, to ensure that there is an accurate record of all visitors to the Centre, fire alarms are regularly tested, and fire drills undertaken periodically, and proper records are maintained.
- Carry out regular administrative tasks: photocopying, spreadsheet, reporting etc.
- Participate in regular meetings and supervision as and when required and to take up any training offered.
- Help to implement and to abide by LDT's policies and, in particular, to apply Equal Opportunities principles to all work undertaken.

**Specific Duties**

**Housekeeping**

- Day to day cleaning – Kitchen/Toilet, outside area, windows and doors glasses.
- Room setting – helping in moving tables and chairs, opening up rooms to combine rooms 1 and room 2.
- Making sure items are returned in the right cupboards.

**Kitchen**

- Making sure dirty dishes are washed and/or placed in the dishwasher, emptied when completed and placed the right cupboard.
- Microwave, kettles, hot water caddies, fridge and freezer are all keep clean and tidy.
- Unlabelled and out of date food are disposed of from the fridge.

**Room setting**

- Main Hall storage is all arranged and kept clean and tidy.
- Setting up teas, coffee and biscuits for meetings.
- Setting up flipchart board if needed.
- Sorting out mails and post office deliveries.
- Placing orders like cleaning detergents etc.
- Ensuring staff refreshment are in stock.

This job description is not to be taken as a completely exhaustive list of duties and it may be reviewed in the light of changing needs and developments. Any changes will be fully discussed with the post holder. The post holder may be required to carry out other duties appropriate to the seniority and scope of the post.