



Job Title: Community Enterprise Assistant

Rate: £10.42 - £12 per hour

Hours: 30-37.5 hours per week

Location: The Stable 3-6 Wadham Street Weston-super-Mare BS23 1JY

Reporting to: Director of Operations

Main Purpose of Job:

As a valued member of our team, the main focus of this role is to provide outstanding customer service to all of our visitors, ensuring that they feel welcomed and valued from the moment they arrive. Alongside this, you will be responsible for providing administrative support to our staff members, helping to keep our daily operations running smoothly.

We're looking for a creative, proactive and organised individual who can handle multiple tasks efficiently, while providing clear and effective communication with our team members and external stakeholders. You will also play a crucial role in supporting our events and marketing efforts, helping to promote our services through various channels.

Your role will also involve overseeing the maintenance of our facilities, ensuring that they are kept in excellent condition at all times. We believe that every member of our team plays an important part in our success, and we're looking forward to welcoming you on board to help us achieve our goals.

Duties and Responsibilities

1. Responsible for providing an excellent customer service to all visitors.

This will include:

- Reception duties
- Room bookings
- IT support and equipment set up
- Setting up rooms, cleaning and tidying as required
- Ordering refreshments and other supplies
- Providing refreshments
- Onboarding new members

2. Providing administrative support to staff members.

This may include:

- Preparing documents
- Note taking
- Photocopying
- Finance/HR tasks
- Stock taking and ordering of stationery



3. Events and Marketing support.

This may include:

- Producing and distributing a monthly newsletter
- Updating The Stable website and social media pages
- Handling event admin
- Setting up events
- Promoting events – posters, flyers, social media etc

4. Facilities.

This may include:

- Booking inspections, health and safety reviews etc
- Meter readings
- Fire alarm / emergency light tests
- Reporting any maintenance and repair issues
- Replenishing products and ordering building supplies

5. To undertake any other duties as determined by the Operations Manager relevant to the level of the post.

To apply:

Please send your C.V. to jemma@thestableweston.com or deliver it to:

Jemma Coles
The Stable
3-6 Wadham Street
Weston-super-Mare
BS23 1JY

Expressing your desired work schedule and rate of pay

Closing date 10th April 2023



Person Specification:

	Essential	Desirable	How assessed*
Values and Personal Attributes			
1.1 Excellent timekeeping and attendance record	✓		AF/INT/R
1.2 Positive work ethic: hardworking, honest, professional, enthusiastic, dependable, reliable	✓		AF/INT/R
1.3 Ability to work flexibly and effectively as part of a team	✓		AF/INT/R
1.4 Proactive approach to personal development and the updating of skills and knowledge	✓		AF/INT/R
Qualifications			
2.1 GCSE Grade A-C in English and Math's (or equivalent)	✓		AF/Cert
2.2 Level 3 in Customer Service or Hospitality (or working towards)		✓	AF/Cert
2.3 Certificate in Food Hygiene		✓	AF/Cert
Skills & Knowledge			
3.1 Excellent customer service, communication and interpersonal skills with the ability to solve problems	✓		AF/INT/R
3.2 Able to work within clear guidelines, systems and processes	✓		AF/INT/AT/R
3.3 Highly effective organisation and prioritisation skills	✓		AF/INT/P/R
3.4 Able to maintain high standards and good attention to detail	✓		AF/INT/P/R
3.5 Knowledge of IT and setting up of IT equipment (including Zoom, Microsoft Teams and A/V and Projector Equipment)	✓		AF/INT/R



3.6	Knowledge of food safety good practice	✓		AF/INT/AT/R
Experience				
4.1	Experience of undertaking administrative tasks including note and minute taking at meetings	✓		AF/INT/R
4.2	Experience of configuring audio-visual equipment (e.g.laptops and projectors) or other IT trouble-shooting	✓		AF/INT/R
4.3	Experience of maintaining stocks, rotation, wastage and inventories	✓		AF/INT/R
4.4	Customer service and reception experience	✓		AF/INT/R
4.5	Previous experience of working in a conference or training environment	✓		AF/INT/R
4.6	Experience of working or volunteering in the voluntary, community or social enterprise sectors.		✓	AF/INT/R
4.7	Experienced of website and social media management		✓	AF/INT/R
Other Requirements				
5.1	Able and willing to work early mornings, evenings and weekends and be on call in case of emergencies	✓		AF/INT
5.2	Willing to undertake a role that involves a variety of manual activities	✓		AF/INT

* Key to how skills are assessed

AF = Application Form
 INT = Interview
 R = References

P = Presentation
 AT = Assessment/Task exercise
 CERT – Certificate of qualification