

Shoreditch Trust Venue & Events Coordinator, Healthy Living Centre: Job Description and Person Specification

Reports to: Venue and Events Manager

Line manages: Small team of casual reception staff

Salary: £22,000 per annum

Contract: Permanent

Probation period: Three months

Hours: 35 hours per week – typically Monday–Friday (some evenings and weekends will be required on a rota basis)

Based at: Healthy Living Centre, 170 Pitfield Street, N1 6JP

Holiday: 25 days + bank holidays + 4 personal development days

Job Ref: STVEC02

The Healthy Living Centre is a community hub, wholly owned by Shoreditch Trust, which offers a holistic programme of health and wellbeing activities, personal development and skills-based training, including community cook and eat sessions, mental health and wellbeing courses and maternity peer education training. The space is hired out to individuals and organisations that deliver activities that fit with the Shoreditch Trust ethos and the income that this generates provides an income stream to support our charitable activities. Homerton University Hospital Foundation Trust are an anchor tenant and a key partner in the delivery of programmes in the building, sharing the reception space and delivering community maternity services.

As the Venue and Events Coordinator at the Healthy Living Centre, you will play a vital role in enabling the smooth operational running of the Healthy Living Centre, acting as the first point of contact for building users, ensuring that the centre is presentable, welcoming and integrated into the local community, and supporting clients with the information required to complete their journey through the health and wellbeing programmes delivered by Shoreditch Trust and its partners.

Job Description

The work plan will be primarily divided between 4 priority areas:

1. **Coordination of day to day operations of the Healthy Living Centre**
2. **Building Management of the Healthy Living Centre**
3. **Client journey, support and administration**
4. **Project support and integration**

Coordination of day to day operations of the Healthy Living Centre

- Manage the reception area; greeting service users, handling queries in line with organisational procedures and ensuring that the Centre is a presentable, welcoming, accessible and relaxing space.
- Coordinate the bookings of rooms and facilities within the Centre, responding to enquiries, issuing quotes, managing bookings and completing invoicing following the Trust's financial procedures.
- Ensure that daily tasks are undertaken, including ensuring that rooms and facilities are set up and fit for service delivery, managing equipment and laundry and fulfilling daily reporting requirements.
- Line manage a small team of casual reception staff - induct new staff, ensure processes and systems are followed and manage the staff rota to ensure that all bookings for the Healthy Living Centre are covered to a high standard outside of Venue and Events Coordinator working hours.

Building Management of the Healthy Living Centre

- Act as principal key holder, ensuring that the venue is open and accessible during hours of operation and in line with safety procedures.
- Oversee the cleaning contract and other maintenance and service contracts.
- Coordinate maintenance and repairs to the centre and ensuring health and safety and fire regulations are met.
- Work with Shoreditch Trust asset team to manage the maintenance budget within the overall organisational budget.
- Fulfil first aid and fire warden roles when on site and ensure that regular risk assessments are carried out at each site and actions are delivered.

Client journey, support and administration

- Support existing and prospective clients to access services and activities available to them through programmes delivered by Shoreditch Trust and partnering organisations.
- Represent and support Shoreditch Trust programmes by managing client databases and reminding clients of appointments and activities at the Healthy Living Centre and in the local community as appropriate.
- Provide ad hoc assistance to ensure that service users are signposted to wider local services and offer general help and information for clients that may require support beyond Shoreditch Trust's immediate mandate.
- Coordinate information relating to venue usage and customer experience to inform the quarterly reports compiled for Shoreditch Trust's Board of Trustees and funders.

Project support and integration

- Provide administrative support to Shoreditch Trust programmes and activities at the Healthy Living Centre and in the local community.
- Encourage client feedback to help inform opportunities for improvement and new initiatives.
- Work closely with teams and the Communications Manager to help coordinate outreach and promotion where appropriate, to increase bookings and footfall.

Job requirements:

- In order to be responsive to the community and to be able to support Shoreditch Trust activities, you will need to be flexible, working some evenings and weekends. Hours will be agreed on a mutually beneficial basis in line with planned activities

Corporate responsibilities:

- Demonstrate high levels of professional conduct at all times with particular reference to punctuality, dress, presentation and administration.
- Keep customer care as the major priority for service provision.
- Ensure the service is promoted efficiently, effectively and in keeping with the aims of Shoreditch Trust.
- Adhere to all relevant Shoreditch Trust policies and procedures.

This job description is intended as an outline indicator of general areas of activity only. Shoreditch Trust is a small charity and as such all staff are expected to vary their duties as necessary to meet the needs of the organisation and the clients we serve.

Person Specification

Education and professional qualifications

Essential

- GCSE English & Maths or equivalent education, Grade C or above

Desirable

- Emergency First Aid at Work and Fire Warden certificates
- Qualification relating to customer service, venue management or front of house

Experience

Essential

- At least two years' experience of working a similar or relevant customer-facing role
- High level of competency using Microsoft Excel, Word & Outlook
- Working or volunteering with adults with complex needs
- Handling personal details and managing confidential data
- Using an online client booking system
- Working or volunteering in a small team

Desirable

- Managing and being responsible for a reception area
- Experience of using Refer All or other client management databases
- Working or volunteering in a multi-cultural community setting
- Managing a small team

Knowledge, skills and aptitudes

- A strong interest in and commitment to the aims and ethos of Shoreditch Trust
- Confident and capable communicator with good spoken and written English
- Excellent customer care skills with the ability to be respectful and non-judgemental in all dealings with clients and professionals delivering/referring to services
- Able to work effectively and sensitively with people from diverse cultures and backgrounds
- Able to communicate effectively with people who are troubled or in distress
- Able to communicate effectively and sensitively with individuals who have physical or mental health needs or learning difficulties
- Excellent organiser and able to juggle multiple tasks simultaneously
- Able to manage time effectively and independently
- Computer literate with excellent attention to detail and able to input data with a high level of accuracy
- Able to be flexible and adaptable in potentially complex or challenging situations