



Merstham Community Facility Trust
bringing people together

COMMUNITY HUB PROMOTER

**Part-time, time-limited appointment for up to 12 months
(25 hours/week - flexible)**

Job Description

Main purpose of job

To ensure that Merstham Community Facility Trust (MCFT) is able to maximise the hiring of its rooms to local people, groups, providers and businesses such that the income generated enables the charity to meet its core costs.

Main responsibilities

1. To promote the availability of rooms to a wide audience of potential hirers, engaging their interest and responding to their enquiries and expressed needs positively.
2. To develop and effectively promote a good quality brand for the facilities offered at MCFT.
3. To advise and support MCFT in diversifying the customer base, such that there is a good balance of socially motivated activities available to local residents, alongside good quality, commercial offers.
4. To advise and support MCFT in meeting the legal and good practice requirements of running a community facility of this nature (e.g. PRS licence, gambling, alcohol, health & safety, safeguarding).
5. To organise and support the work of 2 part-time Handypersons, who assist in setting up rooms, etc.
6. To develop and implement robust and effective businesses processes to underpin the room hire activity and to support volunteers in developing understanding and skills such that they are able to provide administrative support to the activity.
7. Within 9 months of commencement:
 - a. to have enabled MCFT to have gained a good reputation as a facilities provider;
 - b. to have a good customer base of active hirers – both short and long term;
 - c. to have increased the diversity of services and activities available at MCFT for the local community;
 - d. to have put in place good underpinning processes and to have trained up a number of volunteers in using these.
8. By agreement with the relevant staff to participate in the activities of MCFT so as to support the success of the activity for the participants. For example – to contribute to special events and Open Days; to prepare and deliver training for volunteers.
9. To assist in setting up rooms prior to hire periods, and in checking and basic tidying after hire periods.
10. Act as MCFT's representative in all duties, helping members of the public and generally promoting good public relations.
11. Ensure compliance with and implementation of MCFT's policies and procedures to ensure that the charity complies with all health and safety and other statutory regulations.

Other duties

12. To treat all members of the public, volunteers, colleagues equally, fairly and respectfully in all aspects of the role.
13. To contribute to a co-operative working ethos across the organisation and more widely within the Hub and beyond.
14. This Job Description indicates only the main duties and responsibilities of the post. It is not intended as an exhaustive list.

15. MCFT reserves the right to amend this Job Description from time to time, according to business needs. Any changes will be confirmed in writing.

Person Specification

Heading	Selection criteria	E= essential D= desirable
1. Education/ qualifications	1. Good, general education sufficient to enable post holder to communicate effectively with a wider range of stakeholders, customers, organisations. 2. Qualification in Marketing 3. Qualification in facilities management	1. E 2. D 3. D
2. Experience	4. Experience of managing property based facilities (e.g. room hires). 5. Experience of working in a public facing role. 6. Experience of dealing with members of the public; must be able to deal with people in a firm but non-aggressive manner on occasions	4. D 5. E 6. E
3. Skill and abilities	7. Interpersonal, relationship-building and networking skills 8. Procurement and negotiation skills 9. The ability to multitask and prioritise your workload 10. Confident decision making 11. Time management skills 12. Project management skills 13. Clear and concise writing skills and the ability to handle long and complex documents 14. Teamwork skills and the ability to lead and motivate others 15. IT skills 16. A practical, flexible and innovative approach to work.	7. E 8. D 9. E 10. E 11. E 12. E 13. E 14. E 15. E 16. E
4. Resource Management	17. To provide support and guidance to the Caretaker Handyperson in a supervisory capacity.	17. E
5. Knowledge	18. Commitment to and understanding of equal opportunities. 19. Knowledge of the requirements of the needs of people with disabilities. 20. An understanding of the importance of safeguarding issues in relation to children and to vulnerable adults. 21. Knowledge and experience of health and safety good practice and legislation 22. Knowledge of ICT packages including Microsoft Office suite.	18. E 19. E 20. E 21. E 22. E
7. Other	23. Able to work flexibly, including being at the Hub on evenings and weekends on occasion.	23. E

Salary – £13,975 per annum for 25 hours per week (£1,164/month).

Holiday entitlement – 21days/annum pro rata, plus public holidays (pro-rata)