

The Ecology Centre



Centre Assistant

£15 000 pro rata, 32 hours per week

Closing date: Monday 7th December 2015

Interviews: Monday 14th December 2015

The Ecology Centre requires a Centre Assistant who can support the work of this busy social enterprise. The post is based in the brand new environmental Centre at Kinghorn Loch and involves assisting and supporting the organisation's staff team to deliver services such as environmental education, volunteering opportunities and training as well as facility hire and events. This is a varied role that includes administration tasks, practical support, the organisation of room hires and being the Centre's warm welcome.

We are ideally looking for someone 32 hours per week but will consider slightly less than this for the right person. The hours will be worked mainly over Mondays to Fridays although cover is required up to two Saturdays a month when a day off during the week will be given. The Centre Assistant will typically be in the Centre 5 days a week. We are looking for someone who can be flexible with their hours to fit with the needs of the organisation.

The Ecology Centre is looking for someone who is organised, efficient and can manage their time effectively to fill the post. We require someone who has a friendly disposition and professional approach to answer queries and be the first point of contact for visitors and volunteers. Being organised is essential as you will have to deal with a range of tasks.

An interest in the environment would be extremely useful in order to understand the Centre's work and to sympathise with what we are aiming to achieve.

If you think you are the person for the post please complete the application form and equal opportunity form, accompany them with a covering letter and email or post to the address given. Applicants deemed suitable will be invited for interview.

The Job Description below describes the ideal skills we would like the Centre Assistant to have, although having the right person for the job is even more important. If you feel that this relates to your situation, please detail this information in your covering letter.

The Ecology Centre, Kinghorn Loch, Kinghorn KY3 9YG
Telephone: 01592 891567

admin@theecologycentre.org

The Ecology Centre

Job Description: Centre Assistant

Job Purpose

To carry out general administration tasks for the Centre;
To be the initial, welcoming, contact point for enquiries and visitors;
To support project work and provide assistance to project staff;
To prepare and assist with room bookings;
To assist with promoting the services and products that the Centre offers;
To supervise administration volunteers when necessary.

Job Activities

General Administration duties

Being first point of contact for the Centre providing advice and information. Duties will include using Microsoft Office software package to carry out tasks such as taking bookings; writing confirmation emails; preparing and collating feedback forms; working with confidential documents; updating and maintaining spreadsheets; updating databases; preparing presentation materials; placing orders for supplies; taking minutes; updating ordering and booking systems; recording member and volunteer information; preparing information to support staff and contacting clients and suppliers on behalf of staff. Tasks will involve emailing, downloading, printing, laminating and sometimes mailing.

Supporting Project Work and Staff

Assist in the administration and running of projects as well as collating information. Tasks would include printing, laminating and creating resources, designing posters and processing receipts. Providing assistance to project staff where and when required.

Prepare and assist with room bookings

This will incorporate dealing with enquiries for bookings, taking bookings, setting up the room as per requirements, ensuring all refreshments are sourced and in place, serving tea and coffee if necessary, tidying up after bookings. Liaising with colleagues as to requirements when necessary.

Promoting services and products

As The Ecology Centre provides a variety of services and products raising awareness of these is important. It involves working with marketing staff and includes: emailing information to clients, printing and distributing information; using social media; liaising with customers and assisting with presentations.

Supervising Volunteers

Organising, preparing and allocating tasks for volunteers. Being responsible for their health & safety within the office environment.

Decisions Made

- Prioritising and managing own workload in consultation with the staff that the post supports;
- How best to respond to enquiries to the Centre
- Which volunteers to match with which tasks that require carrying out

Supervision Received

Supervised by the Projects Manager. The postholder is expected to work using own initiative, referring to the supervisor for advice and guidance on more complicated issues.

Contacts

Within the Centre: – other staff members, volunteers & trainees, co-ordinating the work of the organisation; with users both individuals and groups, answering queries and informing them about the Centre and its aims; with the Executive Committee, organising meeting times.

Outwith the Centre:- with clients, exchanging information and organising bookings and orders; with the general public, answering queries and informing about the Centre's services and aims; with other organisations, liaising.

Person Specification

Centre Assistant

You will need to demonstrate in your application and at interview, that you meet the essential criteria for this post. In addition, it will help you greatly if you can demonstrate that you meet a number of desirable characteristics.

	<i>Essential</i>	<i>Desirable</i>
<i>Skills & Experience</i>	<p><i>An ability to communicate with a wide range of people with differing levels of ability.</i></p> <p><i>Two years experience of working in an office environment.</i></p> <p><i>Experience of providing customer service.</i></p> <p><i>An ability to work as part of a team.</i></p> <p><i>Excellent time keeping, reliability and time management.</i></p> <p><i>Strong organisational skills</i></p> <p><i>Excellent verbal communication skills.</i></p> <p><i>Up to date computer skills including Microsoft word, excel and Outlook.</i></p>	<p><i>Experience of working with the general public.</i></p> <p><i>Experience of event organisation.</i></p> <p><i>Ability to produce original written documents</i></p>
<i>Values & attributes</i>	<p><i>An approachable, helpful, friendly manner.</i></p> <p><i>A professional approach.</i></p> <p><i>An enthusiastic approach.</i></p> <p><i>Flexible.</i></p> <p><i>Good independent judgement.</i></p> <p><i>A commitment to The Ecology Centre.</i></p> <p><i>A commitment to environmentally friendly practices.</i></p> <p><i>Self motivating and able to apply initiative.</i></p>	
<i>Education & Knowledge</i>	<p><i>Standard grade Maths and English or equivalent.</i></p>	<p><i>Qualified to HND level</i></p>