



## **JOB DESCRIPTION**

**Job Title:** Centre Administrator

**Responsible to:** Centre Manager (Operations)

**Responsible for:** N/A

**Hours of work:** 10 hours per week

**Operational Area:** West of England

**Location:** The Vench, Romney Avenue, Bristol BS7 9TD

**Date:** June 2026

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### **JOB SUMMARY**

At The Vench, a much-loved adventure playground and community centre in the heart of Lockleaze in north Bristol, we are on a mission to ensure all children and young people in Lockleaze live happy and healthy lives by providing a safe and vibrant space to play, learn and grow. For 50 years we've been inspiring imaginative play in a safe, supportive and fun environment to help children and young people learn and grow.

At The Vench our work is focused on:

- Providing a safe and vibrant place to play.
- Co-designing opportunities with young people and their families to build their resilience and improve their future prospects.
- Amplifying youth voice in the decisions that are made in Lockleaze and the surrounding area.

We are looking for a well-organised Centre Administrator to join our team to play a key role in ensuring that our site is run in a way that meets the needs of local children, young people and their families. The Centre Administrator will support day-to-day operations, ensuring the smooth running of our thriving community centre. Tasks will include managing bookings, dealing with face-to-face and email/phone enquiries, financial support and other administration and communication tasks, as well as supporting our wonderful team of volunteers. We are a small team, so you will need to be flexible and willing to get stuck in, with a passion for enabling and empowering young people in Lockleaze.

### **MAIN DUTIES**

- **Centre administration:** to support the Centre Manager with all aspects of operational running of the centre, including:
  - Paying and raising invoices, recording income and expenditure.
  - Maintaining petty cash records.
  - Checking and collating expense claims.
  - Supporting the team with administrative queries and tasks.
  - Dealing with enquiries in person or over the phone/email.
  - Managing room and wider site bookings.
  - Preparing for hirers, including ensuring the site is kept tidy
- To promote The Vench using various communication tools, including print, social media, website and face-to-face community engagement.
- To ensure excellent levels of customer satisfaction through continuous improvement and development of The Vench services.
- **Supporting the recruitment and coordination of volunteers:** to assist with the recruitment of volunteers, including processing their paperwork in line with Groundwork South procedures, and ensuring we have sufficient volunteers signed up to support our activities (e.g. kitchen, café)
- This includes ensuring we enable and empower people from diverse backgrounds to get involved in the Vench in a way that works for them.
- **Relationship management:** Establish, maintain and develop effective working relationships with stakeholders, partners and hirers.
- Actively identify and participate in relevant meetings, events and conferences to promote The Vench and amplify the voices of Lockleaze's young people.

**Other duties:**

**KEY AREA: QUALITY**

Focus on customer satisfaction, and deliver a quality service to the agreed standards, through thorough evaluation and review.

**KEY AREA: SAFEGUARDING CHILDREN & ADULTS AT RISK**

Groundwork South is committed to safeguarding a promoting the welfare of children and adults at risk. It is the responsibility of each employee to familiarise themselves and comply with the organisation's procedures and systems on safeguarding children and adults at risk. Primary responsibilities are:

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- To adhere to the Safeguarding Policy and Procedures.
- To adhere to the Safer Recruitment Policy & Procedure.
- To report any safeguarding incidents or concerns immediately to your Designated Safeguarding Officer or Lead Designated Safeguarding Officer.
- To complete any Safeguarding Awareness training as required by Groundwork South
- If required for your post, undertake an enhanced DBS check and maintain annual membership through the update service.

**KEY AREA: HEALTH & SAFETY**

Groundwork South is committed to ensuring the health, safety and welfare of its employees and it will, so far as is reasonably practicable, establish procedures and systems necessary to implement

this commitment and to comply with its statutory obligations on health and safety. It is the responsibility of each employee to familiarise themselves and comply with the organisation's procedures and systems on health and safety. Primary responsibilities are:

- To report all Health & Safety occurrences including potential hazards to line manager
- To comply with Groundwork South Health & Safety Policy and Regulations
- To carry out routine checks on vehicles, equipment and machinery and report any defects to line manager
- Use, store and maintain tools and equipment in line with Health and Safety best practice

#### **ADDITIONAL RESPONSIBILITIES**

- Adhere to all the policies and procedures of the organisation.
- Contribute to the Trust's work in maintaining existing and achieving future accreditations and standards.
- Commit to Continual Professional Development and undertake any training and development deemed necessary to fulfil criteria of post.
- Any other duties commensurate with the level of the post.

#### **GROUNDWORK SOUTH VALUES**

All employees of Groundwork South are required to understand and contribute to the organisation's values. Groundwork South is committed to transforming people's lives and places through social, economic and environmental action. In terms of development and delivery of these projects we work across three business themes, Communities & Landscape Design Services, Youth, Employment & Skills and Environmental Services and we successfully deliver these projects by adopting a clear set of values:

r set of values:

- Passion
- Commitment
- Empathy
- Professionalism
- Innovation

<b>Factor</b>	<b>Criteria</b>	<b>Essential</b>	<b>Desirable</b>
<b>Knowledge</b>	English and Maths GCSE or equivalent	X	
	Relevant, vocational qualifications in community development or business administration is desirable and/or other equivalent experience		X
	An awareness and appreciation of Play Work and/or Youth Participation theories.		X
	An awareness and commitment to child protection and safeguarding.	X	
<b>Experience</b>	Demonstrable track record in project management, finance and/or administration.	X	
	Experience working in a community-led setting		X
	Experience in using IT and booking systems (including Microsoft Office applications)	X	
	Experience of supporting/coordinating volunteers, including proven ability to build and motivate teams from diverse backgrounds.	X	
<b>Skills and abilities:</b>	Excellent communication and presentation skills, both written and verbal to be able to communicate with a wide variety of customer groups both internally and externally.	X	
	Excellent organisation skills and able to efficiently provide financial and administrative support.	X	
	Ability to work flexibly and manage workloads and competing priorities in busy working environment.	X	
	Social media and website management skills.		X
	A proven ability to think creatively, problem-solve and work on own initiative with minimal supervision.	X	
An empathetic and supportive team player, able to build rapport with colleagues, volunteers and services users.	X		
<b>Special Requirements</b>	A Lockleaze resident or someone with a good understanding of Lockleaze and the needs of young people in our community.		X
	Able to work outside normal working hours i.e. occasional evening and weekend opening and closing for hirers / events occasionally.	X	
	A willingness to get stuck in with unexpected tasks to support our small team to succeed.	X	

## TERMS AND CONDITIONS

<b>Salary</b>	£6,994 per annum (FTE £26,227.50)
<b>Contract</b>	Fixed term until 31 <sup>st</sup> March 2027
<b>Hours of work</b>	Your normal hours of work are 10 hours each week, excluding a daily lunch break and travel to and from the main place of work. We are willing to accept requests for flexible working arrangements.
<b>Place of work</b>	Your normal place of work will be The Vench, Romney Avenue, Bristol BS7 9TD You may be required to travel on Groundwork's business to carry out your duties at other locations as may be required for the proper performance of your duties.
<b>Holidays</b>	25 days per annum plus English Bank Holidays. A pro rata entitlement is calculated for part time workers in each holiday year (which runs from the 1st January to 31st December).
<b>Pension</b>	Groundwork will comply with the employer pension duties in respect of the worker in accordance with Part 1 of the Pensions Act 2008 in relation to the Groundwork Pension Scheme. Employee contributions are made by salary sacrifice
<b>Benefits</b>	<p>The following discretionary benefits are available to staff:</p> <p><b>Health Cash Plan</b> A Company sponsored healthcare cash plan, which enables you to claim 100% refund on healthcare bills (subject to the maximum claim levels) including dental, optical, chiropody, specialist consultation fees, physiotherapy and osteopathy. Dependant children are covered free up the age of 18 in full time education. Includes PERKS scheme which has offers such as discounted gym membership and shopping discounts.</p> <p><b>Employee Assistance Programme</b> Fully comprehensive EAP which includes mental health helpline and face to face counselling.</p> <p><b>Cycle to Work Scheme</b> This salary sacrifice scheme enables employees to apply for a loan of up to £1,000, 0% interest over a period of 12 months to purchase a bike, meaning you can save up to 42% through lower tax and NI contributions.</p>
<b>TOIL</b>	TOIL – Time Off In Lieu - Although there is no overtime paid by the Trust; the Trust has a Time Off In Lieu system in place. TOIL is normally time spent at weekend and evening events/meetings or extra work as requested by your line manager.
<b>DBS Pre-Employment Check</b>	This post will be subject to an enhanced DBS with barred lists.
<b>References</b>	Employment to this post will be subject to receiving two satisfactory references. We reserve the right to approach any previous employers quoted to obtain a reference if deemed necessary.
<b>Proof of Eligibility of right to work in the UK</b>	Evidence must be provided to comply with the Immigration, Asylum and Nationality Act 2006.
<b>Training</b>	Undertake any training and development deemed necessary for the pursuance of the post, as identified through the induction and supported through our appraisal process.

**The above job description is a guide to the work you may be required to undertake but does not form part of your contract. The above job description is a guide to the tasks you may be required to undertake and may change from time to time to reflect changing assignments.**

**I have read and agree that this job description and person specification accurately defines the role.**

Signed .....

Printed .....

Date .....