

**Job Description** (September 2026)

## **Facilities, Events & Customer Services Coordinator** (Part-Time)

- Location:** Wormley Community Centre, Broxbourne
- Hours:** 18.75 hours per week (2.5 days, 9am–5pm) + occasional weekend and out-of-hours cover
- Salary:** £12,382 – £13,163 per annum (depending on experience)
- Contract:** Fixed-term for 2 years
- Holiday:** Holiday entitlement will be 125 hours per annum based on working 18.75 hours a week, including Bank & Public holidays
- Employed by:** Broxbourne Big Local staff are employed by Community Alliance Broxbourne and East Herts whose terms of contract will apply.

**Purpose of Job:** This role ensures the centre is safe, welcoming and well-prepared for the wide range of activities, events and private hires that take place throughout the week. Alongside facilities and events support, the postholder will play a key role in managing bookings, responding to enquiries, issuing invoices, and supporting smooth customer service across the charity. This is a hands-on position involving room setups, lifting and moving equipment, supporting hirers, and being a consistent on-site presence during our busiest periods.

### **Working Pattern:**

This role requires **two fixed on-site days per week**, 9am–5pm:

- **Thursday (mandatory)** – our busiest day with no existing staff cover
- **One additional weekday (to be agreed)**

Plus:

- **Occasional weekend/evening support** to assist with event crossovers and building access
- Due to the nature of the role, **living locally is strongly preferred**

## **Key Responsibilities**

### **Bookings, Customer Service & Administration**

- Manage room hire bookings using our digital booking system
- Respond to enquiries by phone, email and in person
- Issue invoices, track payments and support basic financial administration
- Maintain accurate booking records and communicate clearly with hirers
- Provide friendly, professional customer service to all centre users
- Support the charity's social media presence by preparing and posting timely updates about centre activities, community programmes and events
- Support the wider team with administrative tasks as required

## **Facilities & Operations**

- Open and close the building on designated working days
- Set up rooms according to booking requirements (tables, chairs, equipment, accessibility needs)
- Carry out physical tasks including lifting, moving furniture, and preparing spaces
- Ensure all areas are clean, safe and ready for use
- Complete basic safety checks (fire exits, lighting, equipment condition)
- Monitor the building and report maintenance issues promptly

## **Events & Hirer Support**

- Act as the main on-site contact for hirers, groups and partners
- Provide a welcoming, helpful presence for all centre users
- Support community sessions, health programmes and private events
- Explain how to use the space and facilities safely
- Respond to and resolve minor issues during bookings

## **Weekend & Private Hire Support**

- Provide occasional weekend cover (usually short shifts) to support party crossovers
- Ensure hirers leave the building clean, safe and ready for the next user
- Facilitate access and complete end-of-hire checks

## **General Support**

- Assist with stock checks and replenishing basic supplies
- Support the wider team with operational tasks
- Contribute to maintaining a positive, inclusive and community-focused environment

# **Person Specification**

## **Essential**

- Reliable, punctual and able to work independently
- Practical, hands-on approach with confidence in lifting and moving equipment
- Strong interpersonal skills and ability to work with a wide range of people
- Experience using digital systems (e.g. booking platforms, calendars, email)
- Experience creating social media content or supporting digital communications
- Confidence issuing invoices, handling payments and managing basic admin
- Comfortable answering calls and supporting customer enquiries
- Ability to manage multiple tasks and respond to changing needs
- Willingness to work flexible hours, including occasional weekends
- Lives locally or within a short travel distance
- Commitment to community values and inclusive practice

## **Desirable**

- Experience in a community centre, events, hospitality or facilities role
- Basic understanding of health & safety in public buildings
- Experience supporting events or customer-facing environments
- Experience with Hallmaster or similar booking systems

This post requires an enhanced Disclosure and Barring Service (DBS) Check.