



Job Statement

Position: Centre Support Assistant

Location: Loughborough Wellbeing Centre

Reports to: Centre Manager

Job Purpose:

The Centre Support Assistant will ensure the Centre is maintained to the highest possible standard and is always covered out of office hours as a keyholder (including evenings and weekends) to provide a friendly and efficient service to all visitors, staff, and volunteers.

Job Description:

Communication and customer service	<ul style="list-style-type: none"> • Provide a friendly and informative greeting to all visitors and café members to the centre while on shift. • Develop positive working relationships with all staff, volunteers, and key partners.
Day-to-day operations	<ul style="list-style-type: none"> • Working alongside the Facilities Officer, ensure all areas of the centre are clean and tidy and upheld to a high standard. • Ensure room set-ups are carried out for events at the centre. • Ensure the security of the centre and undertake keyholder duties. • Be first port of call for all out of hours emergencies including for the Neighbourhood Mental Health Cafe locks up a regular basis.
General	<ul style="list-style-type: none"> • Occasional cash handling via shop and booking sales. • Assist the Centre Manager and staff team with tasks as and when required. • Provide event assistance to all one-off events and venue hire bookings. • Provide a service out of hours for the centre including working in the evenings and at weekends. • Have a good knowledge of all activities at the centre to provide an efficient and informed service in response to enquiries. • Answer phone calls and enquiries as and when required. • Assist the Administrator with any additional tasks.
Safeguarding	<ul style="list-style-type: none"> • Ensure any safeguarding concerns are reported using the safeguarding policies immediately.
Training	<ul style="list-style-type: none"> • Be willing to undertake additional training as required including mental health, first aid and H&S (including manual handling).