

Community Centre Administrator

Job description and person specification

Employer	The Alice Cross Centre, Teignmouth
Reports to	Centre Coordinator and General Manager
Hours	16 hours per week
Working pattern	The role will be worked across four days per week, with some flexibility required. Occasional evening and weekend work will be necessary to support events, shared with other staff members.
Salary	£13.00 per hour, increasing to £13.45 (Real Living Wage UK) following successful completion of a three-month performance review against agreed objectives.
Contract	Initial six-month fixed-term contract
Location	The Alice Cross Centre, Teignmouth

Role purpose

The Administrator will provide friendly, accurate and dependable administrative support across the Centre. The postholder's main responsibility will be the day-to-day administration and coordination of the meal delivery service, working closely with the Centre Coordinator and General Manager to help ensure that clients receive a safe, reliable and well-organised service.

The role will also coordinate event administration, maintain the room-hire system and organisational database, support volunteer administration and record keeping, and provide a welcoming first point of contact for visitors, callers, volunteers and community partners.

Key responsibilities

- Take primary responsibility for administering the meal delivery service, working closely with the Centre Coordinator and General Manager.
- Maintain accurate client, order, dietary, contact and service records, and prepare delivery lists, meal sheets, rotas and routes.

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- Record new enquiries, changes, cancellations and absences; liaise with clients, relatives, carers, kitchen staff and volunteers; and promptly escalate welfare, safeguarding, or service concerns.
- Support monitoring of the meal delivery service by maintaining records, producing basic reports and highlighting gaps, errors or recurring issues.
- Coordinate event administration, including enquiries, bookings, communications, attendance information, volunteer requirements and task lists, working alongside staff, fundraising and events teams and volunteers.
- Provide agreed practical support at occasional evening and weekend events as part of a shared staff rota.
- Manage the room-hire system, respond to enquiries, confirm bookings and accurately communicate customer, access, set-up, charging and operational requirements.
- Maintain databases, spreadsheets and paper or electronic records, including accurate data entry, checking for duplicates and authorised removal or secure disposal of information.
- Support the Volunteer Coordinator with records, communications, rotas and other agreed administrative tasks, and help volunteers use the Centre's systems and processes.
- Take accurate minutes at Trustee Board meetings, held every two months, and prepare the minutes for approval and signature at each meeting.
- Scan and file approved and signed Trustee Board minutes securely, in line with the Centre's governing document, record-retention procedures and relevant Charity Commission guidance.
- Check and update the Centre's noticeboards so they display current information and event posters, and print documents, leaflets and posters and coordinate their distribution with volunteers.
- Answer telephone, email and face-to-face enquiries professionally, take accurate messages, welcome visitors and signpost people appropriately.
- Handle personal and confidential information securely, follow agreed procedures and immediately report safeguarding, data-security, operational or other serious concerns.
- Undertake other reasonable administrative duties consistent with the purpose and level of the role, following discussion with the Centre Coordinator or General Manager.

Safeguarding, conduct and compliance

- Follow the Centre's safeguarding policies and procedures and report concerns promptly to the designated person.
- Maintain appropriate professional boundaries when working with clients, volunteers and members of the public, including adults who may be at risk.
- Comply with applicable health and safety, equality, data protection and confidentiality requirements and with the Centre's policies and procedures.
- Participate in induction, supervision, training and performance review. Training on the Centre's systems, processes and relevant procedures will be provided.

Person specification

Area	Requirement	Status
Communication	Friendly, approachable and confident when dealing with clients, relatives, carers, volunteers, staff and the public in person and by telephone.	Essential
Administration	Good organisational skills, attention to detail and ability to maintain accurate records while managing competing priorities.	Essential
Digital skills	Confident using email, word processing, spreadsheets and databases, with the ability and willingness to learn new systems and processes.	Essential
Service delivery	Able to follow procedures, use judgement, recognise when an issue must be escalated and handle confidential information appropriately.	Essential
Working style	Able to work calmly and flexibly in a busy community setting where priorities may change and interruptions and noise are common. Reasonable adjustments will be considered.	Essential

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Area	Requirement	Status
Teamwork	Able to work collaboratively with staff and volunteers, including fundraising and events teams, and to provide clear administrative support to others.	Essential
Availability	Able to undertake occasional evening and weekend work with reasonable notice, shared with other staff, subject to the agreed contract and working-time requirements.	Essential
Values	Commitment to dignity, inclusion, confidentiality, safeguarding and respectful support for older people and other members of the community.	Essential
Experience	Previous experience in administration, customer service, community services, hospitality, care support or volunteer coordination.	Desirable
Local knowledge	Knowledge of local services and signposting options in Teignmouth and the surrounding area.	Desirable

Pre-employment checks

Any offer of employment will be conditional on satisfactory references, evidence of the right to work in the UK and any other checks that are lawful, necessary and proportionate for the role. Because the role involves contact with adults who may be at risk, the Centre will assess the role against current DBS eligibility guidance and will request only the legally appropriate level of DBS check. A criminal record will not automatically prevent appointment; any information disclosed will be considered fairly, confidentially and in relation to the responsibilities of the role and applicable law.

Equality, accessibility and reasonable adjustments

The Alice Cross Centre is committed to fair and inclusive recruitment. Applicants will be assessed against the requirements of the role without unlawful discrimination. We welcome applications from disabled people and will consider reasonable adjustments throughout the recruitment process and employment. Applicants may tell us about any adjustments they need for the application or interview process.

How to apply

Please send your CV and a covering letter to the General Manager:

Peta Howell

Email: Peta@thealicecross.co.uk

Or drop in to the office:

The Alice Cross Centre

1-3 Bitton Park Road

Teignmouth

TQ14 9BT

The deadline for applications is Wednesday the 23rd of September 2026

Interviews will take place the following week.

Important note

This job description describes the main duties and responsibilities of the role and is not intended to be an exhaustive list or a contract of employment. It may be reviewed and reasonably amended following consultation to reflect the changing needs of the Centre. The final employment contract and written statement will set out the contractual terms, including pay, working pattern, holiday, pension, notice and any probationary period.