



Job Description for an Administrator

Purpose of the job

Responsible for the day-to-day administration of the project including taking bookings, managing the hot desk, artisan and media hub spaces, liaising with volunteers and helping to promote the hire spaces, activities and events including updating the website and social media activity.

This post reports to: Staff Support Group of the Board

Main Responsibilities

Tenants

- Manage the hot desk, artisan and media hub spaces
- Carry out inductions with new tenants (shared with RBB staff)
- Issue licences to new hot deskers and artisans and leases for office tenants
- Conduct prospective tenants' site tours (shared with RBB staff)
- Help to organise and attend monthly networking meetings
- Respond to tenant queries and work with tenant and RBB staff to resolve any issues

Bookings

- Oversee the process for booking rooms, including taking bookings and ensuring timely communication between all those involved
- Maintain bookings calendar for Event Space (day bookings), Studio and Morland Room
- Set up room and liaise/meet and greet (shared with other RBB staff)
- Make sure communication is clear for set up with other RBB staff and volunteers

Volunteers

- Help to manage and support volunteers for the reception (in cooperation with the Volunteers Coordinators)
- Carry out Volunteer inductions (shared with other RBB staff and Board)

Shareholders

- Process share applications and issue certificates
- Maintain share register and database
- Maintain shareholder email distribution list

Website

- Update website at least weekly (shared with other RBB staff)
- Add posts and blogs as and when required
- Update generic webpages as required

Promotions and marketing

- Build repeat bookings for hire spaces through promotion to potential and repeat customers
- Update Facebook, Twitter and Instagram daily
- Create and issue occasional notices or newsletters to shareholders and supporters of the RBB
- Print posters and maintain notice boards with help from the receptionists
- Create in-house promotional resources with other RBB staff
- Support fundraising and marketing initiatives with other RBB staff

General

The Red Brick Building is a community-owned social enterprise with a small staff team. As such, all staff are required be flexible, to work together and to share some responsibilities, and to 'muck in' as and when necessary. This includes:

- Preparing for, and participating in, a weekly staff meeting
- Assist with setting up for meetings and events, including moving furniture around
- Answering the telephone (when no receptionist), taking messages off the answerphone and dealing with, or passing on the messages
- Responding to 'walk-in' enquiries, issues and complaints
- Conduct tours of the building and assist with reception in the absence of a reception volunteer
- Help to promote good communication channels with all team members, board and volunteers
- Coordinate, with receptionists, the ordering of resources such as tea, coffee, printer paper, toner cartridges
- Assist with keeping the kitchen and hub space clean and tidy
- Other duties as assigned by the Board

Person Specification

- Enthusiasm for the project
- Excellent administrative skills
- Personable and a good communicator
- Efficient with attention to detail
- Experience with updating websites and using social media
- Experience of working in the voluntary, charity or social enterprise sectors (desirable)

TERMS AND CONDITIONS

This is a permanent position.

Employer: Red Brick Building Tenancy. Company number 30775R

Location: Morland Road, Glastonbury, Somerset BA6 9FT

Hours per week: 30-35 hours a week.

Days/Times: 9am - 4pm Monday to Friday

Contract term: Permanent

Annual leave: 20 days plus 8 statutory holidays pro rata

Remuneration: £12.50 per hour