



The Peoples Development Trust

Legacy Hub

Office Admin/Receptionist

Background

The People's Development Trust is a company limited by guarantee with charitable status supervised by a Board of Trustees drawn from the community. The Peoples Development Trust was established by the community with specific aims and objectives, such as:

- Advancing community development (*including urban regeneration*) within Dalmarnock and the inner East End;
- Advancing environmental protection and improvement;
- Providing recreational facilities, and;
- Advancing education and in particular to promote opportunities for learning for the benefit of the general public.

Partners involved in the project include the Scottish Government, Glasgow City Council, Clyde Gateway, Big Lottery Fund, Glasgow East Community Planning Partnership, Jobs and Business Glasgow, GCC Education, Glasgow Housing Association (GHA), Parkhead Housing Association, John Wheatley College, Glasgow Community and Safety Services.

Legacy Hub

Established as a vehicle to ensure that maximum community benefit is secured from the planned regeneration programmes and commonwealth games; the Legacy Hub works towards providing a welcoming and memorable service to the general public.

Developed by the community for the community; the legacy hub aims to integrate local services to reduce duplication and provide all with the opportunity to create, learn and develop whilst exceeding national legacy themed aims and objectives following the Glasgow 2014 Commonwealth Games.

- **Active:** Inspiring and enabling people to be more active.
- **Flourishing:** Promoting Scotland, enhance skills and support of businesses.
- **Connected:** Celebrating our culture and inspiring young people to create and learn.
- **Sustainable:** Regenerating our communities and enhancing our environment.

Legacy hub services, decided by the community include a new purpose-built community hall, a nursery, GP surgery, pharmacy, dentist, training and educational facilities and a community café. The hub is central to the community and works towards building confidence and capacity of local people; encouraging all to achieve their potential within their specific field of interest.

Job Outline

Post Title:	Office Admin/Receptionist	Post No:	N/A
Area:	Dalmarnock		
Reports to:	Senior Management Team		
Location:	301 Springfield Road, Glasgow, G40 3LJ		
Contract:	35 Hours per week (<i>Full Time: fixed term 12 month contract</i>)		
Salary:	£15,379 per year		

Purpose of the Job

The job exists to ensure the effective and efficient operation of office admin/reception, and associated duties relating to the daily operation and function of the Legacy Hub and Peoples Development Trust.

Responsibilities:

- Maintain daily business affairs such as organising the filing system, processing facility letting requests, answering telephones and monitoring stock (*stationary*)
- Assist with the updating the Legacy Hub marketing platforms (*website, facebook, twitter etc*) and the monthly distribution of electronic newsletters
- To provide a friendly, positive and memorable service using computerised systems in person, by telephone and email whilst ensuring that all customers are dealt with courteously and according to their needs
- To undertake any additional admin/reception duties required by the senior management team

Key Tasks

- To assist in the operation of the Legacy Hub reception and the services in which it provides
- Operate a computerised booking system by taking advance bookings/registrations and providing information on forthcoming availability
- Deliver a welcoming service by being polite and friendly and offering assistance whenever it is required
- Be proactive in promoting the Legacy Hub, its services, programmes and facilities and the work of the Peoples Development Trust

- Undertake word processing, filing, record keeping and general office duties
- Open, check and record incoming mail, distribute and process out-going mail
- To carry out any other such duties as may be required by the senior management team

Person Specification

Skills & Knowledge	
<p style="text-align: center;">Essential</p> <ul style="list-style-type: none"> • Understanding of good customer care practice • Experience of working with the public • Good verbal and written communication • IT skills (<i>experience working with Microsoft Office, Outlook, Excel</i>) • Ability to prioritise different demands • Well organised • Able to work as part of a team • Demonstrate attention to detail • The ability to work on own initiative • Capacity and willingness to learn and develop 	<p style="text-align: center;">Desirable</p> <ul style="list-style-type: none"> • Experience of working in a related environment • Experience of working on related computerised booking systems • Experience of dealing in public facing role.
<p>Other Essential Information (<i>e.g. Disclosure Scotland check required or Registration with Scottish Social Services Council (SSSC) required</i>).</p> <ul style="list-style-type: none"> • Willingness to work a flexible work pattern • Disclosure Scotland check required 	
Compiled by (please PRINT name):	Date
Gary Lindsay	Sept 2016