**ABOUT US:**

Duncan Place Community Hub is a social enterprise and registered charity based at 4 Duncan Place, EH6 8HW, a 3-storey listed building next to Leith Links providing:

* Community, events, and meeting space.
* Office space for local charities, social enterprises, and Community Interest Companies.
* A base for Duncan Place Community Hub’s own programme of community activity.

The hub is home to a diverse range of organisations and has a growing programme of activities and events. The organisation is managed by a dedicated team of staff and a volunteer board of trustees. The current community programme includes a wide range of activities designed to appeal to a broad variety of community members. This includes regular health & wellbeing activities, arts and music activities, Lego clubs, reading groups, a community choir, a craft group, community cinema sessions and a variety of one-off workshops.

Activities are delivered by in-house staff and freelance facilitators and the Community Events Assistant is a key role within this team. To ensure the financial sustainability of Duncan Place is balanced with affordability for the community, activities usually have a low attendance charge or are free when funding allows. Our warm, inclusive atmosphere is often remarked upon and maintaining this for our community and colleagues is a key aspect of the organisation.

Universal acceptance is essential at Duncan Place Community Hub, and we welcome applications from those who represent the diverse nature of the Leith community. For clarity, please note that this role is purely for activities and events organised by the Duncan Place team. Tenants and external customers are wholly independent and would organise their events by themselves.

**OVERVIEW OF ROLE:**

We are looking for a creative, enthusiastic, and committed Community Events Assistant to support the growing programme of activity in this exciting community owned social enterprise.

The Community Events Assistant will work closely with the Community Engagement Coordinator and other members of the team to plan, promote and deliver a programme of events appealing to our diverse community and to encourage broad community participation and to maximise use of the facilities at Duncan Place Community Hub. You are expected to have a degree of flexibility and work with the rest of the team to ensure that all shifts are covered. Shifts are rota’d in advance and the 18hours per week is likely to include one evening per week, one weekend day per month and other weekday daytime hours. Work will be based in Duncan Place Community Hub; this is not a hybrid role.

The successful candidate will:

* Support the Community Engagement Coordinator with marketing, communications, planning and delivery of events and activities, including set up & take down and associated admin tasks.
* Ensure everyone coming into Duncan Place Community Hub is warmly welcomed, that rooms are prepared and that the building and its environs are well presented.

**RESPONSIBLE TO:** The Duncan Place Manager and through them to the Board of Trustees.

**ROLE & RESPONSIBILITIES:**

These will include but are not limited to:

**Community Development & Events Hosting**

**Assist the Community Engagement Coordinator with:**

* The delivery of community activities and events, including crafts.
* Connecting people to ensure they feel welcomed and at ease, this includes children and on occasion, vulnerable adults.
* Marketing and communications, including developing engaging and creative social content, copy and design of newsletters, posters and displays using Canva.
* Planning, set up & take down of meetings, events and activities and associated admin tasks.

**As part of the wider team:**

* Ensure everyone coming into the Hub is warmly welcomed, rooms are prepared, and the building and its environs are well presented.
* Assist in building and developing the processes and procedures to ensure Duncan Place Community Hub is a well-known, loved, and utilised community asset that belongs to the people of Leith.
* Admin of bookings for rooms, groups, classes, and workshops.
* Support tenants and room hire customers’ requests and requirements.
* Adhere to the highest standards of customer service, friendliness, and cleanliness of the building.

**General Housekeeping Tasks**

We work as a close team sharing the following tasks:

* Being pro-active to keep all areas of Duncan Place clean, tidy & presentable.
* Staffing the reception desk and handle general telephone, email and in-person enquiries.
* Dealing with incoming and outgoing post / deliveries.
* Taking an active role in meetings, supervision and training opportunities.
* Working to legislative, ethical, policy and procedural requirements.
* Any other appropriate tasks identified.

**ABOUT YOU**

* You are a creative, enthusiastic, and confident events assistant (or similar) who enjoys a diverse role.
* You can create a safe space and welcoming atmosphere to ensure all event attendees are included and involved.
* You are versatile, reliable, and conscientious and are warm, positive and professional with a ‘can do’ attitude.
* You are solutions focused and can think on your feet and use your initiative, while remaining calm and friendly.
* You take pride in having great customer service and skills and enjoy being a good host.
* You pay attention to detail and can plan to avoid problems occurring.
* You can manage your own workload and effectively prioritise to get things done.
* You can also work well in a small team and can support others to be a part of the team.
* You can motivate others to get involved, take pride in their tasks, and feel they are contributing.
* You are fully committed to anti discriminatory practices and have a high level of integrity.
* You are physically able to set up and take down rooms, including moving furniture.
* You have ongoing flexibility to work daytimes, evenings & weekends to respond to the organisational need.
* You enjoy making a difference and helping to develop the community.
* You are eligible to work in the UK.

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| **PERSON SPECIFICATION: Community Events Assistant** | **ESSENTIAL** | **DESIRABLE** |
| Excellent planning and organisational skills | X |  |
| Proficient in the use of standard ICT packages (Microsoft Office, 365, Email, Internet) | X |  |
| Experience in producing creative, engaging social media posts & newsletters, as well as being able to use Canva to design the content. | X |  |
| High level of confidentiality, customer service and a calm manner | X |  |
| Excellent interpersonal and communication skills; written and verbal in English Language, other languages a bonus! | X |  |
| Flexibility as the social enterprise develops | X |  |
| Willingness to undertake identified training needs | X |  |
| Able to join the Protecting Vulnerable Groups Scheme (PVG) | X |  |
| Commitment to equality for all members of our community | X |  |
| Demonstrable experience in a similar role | X |  |
| You are physically able to set up and take down rooms, including moving furniture. | X |  |
| Experience in the use of Canva and Eventbrite |  | X |
| Experience of involvement in community activity |  | X |
| Knowledge of PVG and disclosures system |  | X |
| Experience in Hospitality / Front of House Service Role |  | X |
| Due to the need to work with children and vulnerable adults, the successful candidate will be required to become a member of the Protection of Vulnerable Groups (PVG) Scheme. | | |

**ADDITIONAL INFO:**

Annual leave entitlement in year one is 29 days plus the public holidays on Dec 25th-26th and Jan 1st-2nd, all pro-rated. Annual leave increases across the first 6 years of service up to a maximum of 34 days.

Auto-enrolment pension at 3% from employee plus 5% from Duncan Place. Duncan Place will match any additional voluntary contributions up to a maximum of 10%.

Duncan Place is a Scottish Charitable Incorporated Organisation (SCIO) Scottish Charity number: SC048100