

JOB DESCRIPTION

Job Title	: CRT Hub Assistant
Reporting to	: Programme Co-ordinator – CRT Engage
Based at	: CRT Knottingley Hub, Knottingley
Salary	: £29,785 pro rata (25 hours per week)
Benefits	: Contributory pension, generous holiday entitlement and wellbeing offer

Purpose of the Post

The Hub Assistant will play a key role in ensuring the smooth running of the CRT Knottingley Hub. Acting as the first point of contact for visitors, partners, and hirers, they will manage bookings, support events and activities, maintain administrative systems, and contribute to growing hub usage through lead generation and community engagement activities.

The successful candidate will be passionate about supporting local communities, building relationships, and helping create a vibrant and accessible community hub.

Key Responsibilities:

Hub Administration & Reception

- Act as the first point of contact for visitors, enquiries, and telephone calls.
- Provide a welcoming and professional experience for all hub users.
- Manage incoming enquiries via telephone, email, social media, and face-to-face interactions.
- Maintain accurate records and databases.
- Support the Programme Co-ordinator with general administrative duties.
- Process invoices, purchase orders, and other administrative paperwork, as required.
- Ensure information displayed within the hub remains accurate and up to date.

Venue Bookings & Facility Management

- Manage room hire bookings and venue scheduling systems.
- Handle booking enquiries and provide information on facilities, pricing, and availability.
- Prepare booking confirmations and invoices.
- Ensure rooms are prepared and ready for activities and events.
- Conduct regular checks to maintain a clean, safe, and welcoming environment.
- Support external organisations and community groups using the hub.
- Monitor room utilisation and identify opportunities to increase occupancy.
- Ensure the venue is maintained sufficiently.

Hub Promotion

- Promote hub facilities, activities, and services within the local community.
- Identify and engage potential room hire customers, community groups, businesses, and partner organisations.
- Maintain a pipeline of prospective venue users and partner organisations.
- Follow up enquiries and generate opportunities for repeat bookings.
- Attend local networking and community events, where appropriate, to promote the hub.
- Gather customer feedback and identify opportunities for service improvement and growth.
- Assist with the promotion of hub activities through social media, newsletters, website content, and promotional materials.
- Support the delivery of marketing campaigns to increase footfall and bookings.
- Maintain noticeboards, promotional displays, and community information resources.

Events & Activity Support

- Support the planning and delivery of hub-based events, workshops, and community activities.
- Assist with event setup and coordination.
- Welcome attendees and provide support during activities, where appropriate.
- Collect booking attendance data and feedback.

Monitoring & Reporting

- Maintain accurate records of bookings, enquiries, and hub usage.
- Support data collection and reporting requirements.
- Produce regular reports on bookings, occupancy, customer engagement, and lead generation activity.
- Contribute to monitoring the social impact of hub activities.

Health, Safety & Compliance

- Comply with all CRT policies and procedures.
- Support the maintenance of a safe environment for staff, visitors, volunteers, and partners.
- Report any maintenance, safeguarding, or health and safety concerns promptly.
- Undertake training relevant to the role.
- Perform regular fire alarm testing.

Main Requirements of the Post

Creativity & Innovation – Limited number of tasks involving creative tasks.

Contacts & Relationships – Routinely exchange straightforward information and provide clear explanations on general matters; tailoring the communication accordingly without lessening comprehension.

Decisions – Make decisions from established alternatives within clearly defined controls/procedures for the area of work which will have a limited effect on staff and can be readily amended if necessary. Prioritise work and resolve the majority of problems encountered within the role, only referring problems which are difficult or unusual.

Resources – Accountable for the use and safekeeping of data systems, maintaining adequate data protection measures and ensuring confidentiality is observed at all times.

Work Demands – Able to on rare occasions switch from one task to another in a different area of work and resolve conflicting priorities/resource needs.

Knowledge & Skills – Comparatively basic standard of practical knowledge and skills to undertake a range of tasks, predominately administrative in nature, involving the application of readily understood controls, procedures and processes; working Microsoft Office and other computerised systems.

Authorities of the Post

The CRT's Senior Leadership Team has assigned authorities for all roles. These authorities are detailed in a separate authorities log and applicable policies and procedures.