

PERSON SPECIFICATION

Skills, Knowledge and Experience

Essential

Experience:

- Ability to work effectively as an individual maintaining a high level of commitment through self-motivation and organising time systematically.
- Ability to prioritise tasks and manage workload to meet deadlines.
- Ability to capture essential information from telephone and email enquiries.
- Experience working in a customer-facing, community, hospitality, or administrative environment.

Skills & Competencies:

- Excellent customer service and interpersonal skills.
- Good IT skills, including Microsoft Office and database systems.
- Strong communication skills, both written and verbal, with the ability to speak with individuals and groups from diverse backgrounds.
- Ability to build positive relationships with a wide range of stakeholders.
- Confidence in promoting services and generating new opportunities.
- Passion for supporting communities and improving local outcomes.

Desirable

Experience:

- Experience managing venue bookings or facilities.
- Experience in community engagement or outreach.
- Experience supporting events and activities.
- Understanding of the challenges facing local communities.
- Experience using CRM systems.
- Knowledge of social media and basic marketing.

Qualifications & Professional Development:

- Level 2 Information, Advice and Guidance (or willing to enrol within probationary period).

Travel:

- A full driving licence and access to a reliable vehicle or be able to travel efficiently for the course of your duties.

Personal Attributes

- Highly organised.
- Passionate and motivated.
- Conscientious with a positive attitude.
- Comfortable working independently and within a team.
- Values-driven and aligned with CRT's mission.

Positioning Within CRT's Structure

The CRT Hub Assistant provides operational capacity as part of the CRT Engage function.

The role will be expected to contribute towards:

- Increased room hire bookings and venue occupancy.
- Growth in community engagement and footfall.
- Development of new partnerships and referral relationships.
- Positive customer satisfaction and feedback.
- Efficient administration and operational delivery of the hub.
- Increased awareness of CRT services across the local community.

The role supports the Programme Co-ordinator and CRT Engage team by helping to ensure the Hub operates efficiently and effectively whilst promoting the CRT.