



Administration Assistant Job Description (Maternity Cover)

Post Title:	Administration Assistant at Paddock Wood Community Centre
Contract Type:	Fixed Term Contract (Maternity Cover)
Duration:	Approximately 6 months (with potential flexibility based on the post holder's return date)
Responsible to:	Business and Operations Manager/Deputy Manager
Accountable to:	Directors of PWCCO Ltd
Hours:	Your normal hours of work are variable each week dependent on the needs of the business. You will be expected to work a minimum of 8 hours per week during office hours. Regular days and start/finish times will be agreed to fit the successful applicant and business needs. Additional hours may be available dependent on business requirements and to cover holidays.
Salary:	Range: £13.57 - £14.94 per hour
Location:	Paddock Wood Community Centre, Maidstone Road, Paddock Wood

Job purpose:

You will play a key role in helping the Business and Operations Manager to ensure the smooth running of the Community Centre. You will work with other members of the Community Centre team to ensure that the Centre is a vibrant, well-managed facility that operates for the benefit of local residents and organisations in the local and wider community. You will have responsibility for specific areas of administration, with an aim of providing a facility that meets the needs of all ages.

You may be required to work independently and will therefore need to be self-motivated, although you will carry out the role with the support of the Directors and the Business and Operations Manager as your line manager.

Duties and responsibilities:

Customer Service:

- Ensure that all hirers, users and visitors are satisfied with their experience of the building
- Ensure customer data is kept securely
- Monitor the 'office@' email inbox and respond/escalate accordingly
- Administration/IT/Key Performance Indicator support

- Marketing – social media posts, monthly newsletter, digital adverts, print/poster/flyer design and production
- Make website edits including regularly updating the Centre timetable document
- Planning and scheduling meetings
- Taking and processing room hire bookings
- Financial processing as required by the Deputy Manager and Directors
- Scan and process the caretaker checklists and process hirer deposits
- Support with the breakdown of the monthly BT bills
- Answer the office telephone and assist callers accordingly. Take thorough messages to refer to colleagues if required.
- Undertake training as required

Communication:

The following skills are required:

- Communicate effectively with colleagues, other organisations and members of the public. The communication will involve a variety of media including direct verbal discussion, disseminating information electronically and producing written information for centre users.
- Communicate with a wide range of people including staff, Directors, other organisations including hirers and local businesses.
- Present written and verbal reports as required to the Directors and Business and Operations Manager in relation to the operation of the Community Centre.

Health and Safety:

- Take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work
- Ensure that statutory regulations and health and safety rules are adhered to
- Use all equipment in line with manufacturer guidance and uses equipment provided to maintain health and safety

Information Governance:

Paddock Wood Community Centre Operations Ltd is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently and effectively. All staff are required to comply with Information Governance policies and standards. Failure to do so may result in disciplinary action being taken.

- **Confidentiality and Security** – All staff are required to ensure that information about hirers and users of the Community Centre remain confidential. Your terms and conditions of employment require you to respect the confidentiality of any information you may come into contact with in relation to individuals or the business. You also have a duty to ensure that confidential information is always held securely.
- **Disclosure of Information** - At no time must you disclose confidential information that you learnt in the course of your employment. The unauthorised use or disclosure of information relating to the Community Centre business or the personal details of an employee or hirer, will normally be considered a serious disciplinary offence which could result in dismissal and may be deemed as a criminal offence.

- **Information Quality and Records Management** - You must ensure that all information handled by you is accurate and kept up-to-date.

Professional development and performance review:

As an employee of PWCCO Ltd you have a responsibility to:

- participate in any training required for the post
- participate in the appraisal processes including personal objective setting and the creation of a personal development plan to assist in the development of your role

Safeguarding Children and Vulnerable Adults

- All employees have a personal responsibility to report any concerns relating to safeguarding of individuals. Concerns may arise in response to suspicions or witnessed events. These concerns must always be raised with a member of the management team.

Person Specification:

	Essential	Desirable
Willingness to work flexible hours in the week during office hours	✓	
Experience of working in a customer-facing environment	✓	
Good communication skills when dealing with customers and colleagues	✓	
Proof of eligibility to work in the UK	✓	
Experience of working in an administrative role		✓
Experience of website editing		✓
Experience of Social Media marketing		✓
Excellent written communication skills		✓
Professional approach to business processes		✓
Understanding of Plain English and how to apply it		✓
Experience of Data Analytics		✓
Understanding of GDPR		✓
Attention to detail	✓	
Ability to follow procedures	✓	
Ability to work independently	✓	
Basic record keeping skills for reporting feedback/outcomes/issues	✓	
Reliable and punctual	✓	
Trustworthy with an organised approach to security	✓	
Proactive with a problem-solving attitude	✓	
Friendly, approachable and respectful of all Centre users, volunteers and staff	✓	

This job description and person specification may change depending on the needs of the role and in discussion with the Business and Operations Manager and PWCCO Ltd, the management company.

Closing date: Midnight on Sunday 6th September 2026

Interviews: w/c 14th September 2026