



STONEGROVE COMMUNITY TRUST
5 HAYLING WAY, EDGWARE HA8 8BN
T: 020 8357 0923 E: INFO@SCT.LONDON

DUTY MANAGER ROLE DESCRIPTION

POST:	DUTY MANAGER
REPORTING TO:	CEO
	TERMS/HOURS: 12 hours per week, plus possibility of overtime, and future increases.
	Permanent contract, salaried
SALARY:	London Living Wage (currently £13.85/hr)
Pension:	5% employer contribution if you opt-in and pay 5% yourself.

We offer as much flexibility as possible with all roles. This role will include evening and weekend shifts, and these will often be later shifts when we have private parties.

There is no specific closing date for this role. Once we have several suitable candidates we will run some interviews and will appoint. We would want the person to complete some training in late August, and hopefully to start the role in September. There is some flexibility around this.

About the Stonegrove Community Trust

We are a vibrant young charity, started in October 2014 and led by local residents. We share the OneStonegrove centre with St Peter's Church. OneStonegrove was opened to the community in July 2016, and since then has grown into a thriving community asset.

OneStonegrove has over 70,000 attendances/visits a year, for a diverse range of activities and events. We deliver and run activities mostly through partnerships with individuals and organisations. Our aim is to make OneStonegrove into the most inclusive and environmentally sustainable building possible – a beacon and example of what is possible. We need Duty Managers who are passionate about working with us to make that a reality.

Purpose of the job

You will be the face and first point of contact for the OneStonegrove building and Stonegrove Community Trust. You will oversee the daily running of the centre, including opening and closing procedures, and will be a keyholder responsible for opening and locking up on your own.

You will be at the front desk to greet visitors, handle phone calls and email enquiries, manage regular and ad-hoc bookings and enquiries, carry out checks to ensure the building is safe and clean, promote the centre and venue



Registered in England as company limited by guarantee No:
09276749 • Charity No: 1161812 Registered Office:
OneStonegrove, 5 Hayling Way, Edgware HA8 8BN

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hire, help Project Coordinators and regular bookings with their setup, handle cash, card and online payments for cafe items and room bookings, supporting with our community events and general support for all things happening at the centre.

We have an open-door policy so visitors and members of the public will walk in throughout the day, including a wide variety of people from different backgrounds. The role and responsibilities is very diverse, from overseeing health and safety compliance through the day, managing booking enquiries for private parties, ordering supplies, serving slush, setting up for private parties, to helping visitors with using their tablets, directions or general information.

The charity has grown substantially in our short history, and have tripled in size in the last three years. We are continually adding new activities, new procedures and systems and the role is always evolving. This role will suit someone who is flexible and likes a variety of tasks, and is comfortable working in a changing environment.



Person Specification

We believe in hiring for aptitude over experience, and understand that you may have transferable skills from paid and voluntary work, and other parts of your life. For this reason we have kept our Essential requirements list fairly short.

Essential requirements

- Fantastic people skills – able to work with a diverse group of committed, passionate and compassionate people, to create impact in our local community.
- Organised, with experience working in customer service role, retail, admin, office-based or similar
- Able to use IT, such as email, Google and Microsoft software
- Willing and able to work flexibly, according to the needs of the charity and our community.
- Willing and able to learn and develop into the role, attending training and development opportunities where provided.

Desirable requirements

This “shopping list” of desirable requirements contains everything we can think of that would either help you in this role, or would be useful to our team generally.

- Experience working with venue/room booking software
- Experience organising and/or hosting events such as parties, functions, conferences etc
- Health and safety experience, or experience working in a building
- Any qualifications relevant to our charity programmes or operations
- Strong communication skills
- Ability to work on your own
- Knowledge of the local area, local people and local organisations.
- Experience of working with diverse communities.
- Previous experience of working within a charity or social enterprise
- First aid experience or training

Location: OneStonegrove, 5 Hayling Way, Edgware HA8 8BN (this role is entirely on-site based)

Benefits:

- Salaried, permanent contract role linked to London Living Wage
- Paid sick leave, holiday pay and pension
- Flexible working hours, a comfortable working environment
- Significant training and development opportunities
- Employee Assistance Programme
- Cycle to Work Scheme
- Season Travel tickets



To apply

Please send your Cover Letter and CV to CEO Gus Alston gus@sct.london

Also feel free to get in touch with any questions or queries.

If you do not have up-to-date CV you are welcome to simply include your professional experience on your cover letter, or provide a link to your LinkedIn profile or anything else that you think it would be useful for us to see.

Further reading

If you would like to better understand our organisation and the approaches we use when working with the local community, then we recommend the following.

Stonegrove Community Trust

www.sct.london

www.facebook.com/OneStonegrove

www.instagram.com/onestonegrove/

This page on our website details our Climate Crisis/Environmental Sustainability work:

<https://sct.london/environmental-sustainability/>

This page on our website details our EDI approach:

<https://sct.london/equality-diversity-and-inclusion/>

These Blogs introduce some of our current staff team:

<https://sct.london/blog/>

This page details our Social Action Hub work:

<https://sct.london/north-west-london-social-action-hub/>

Some links to a podcast and Blogs about our Climate Crisis/Environmental Sustainability work:

[Locality Blog – How can London’s community organisations take action on climate change?](#)

[ACEVO Blog – How can leaders drive climate action?](#)

[ACEVO podcast – Leadership worth sharing: Climate emergency special](#)

Asset Based Community Development

Cormac Russell – From what’s wrong to what’s strong - www.youtube.com/watch?v=a5xR4QB1ADw

Nurture Development - www.nurturedevelopment.org/

Community Organising

www.corganisers.org.uk/what-is-community-organising/