Job Description & Person Specification

Job Title: Community Host – Programme & Activities

Item	Details
Hours	35 hours per week across 7 days
Contract	Permanent
Salary	Living Wage
Reporting to	Club Manager
Direct reports	Occasional volunteers

Job Purpose

The Community Host – Programme & Activities plays a key role in supporting the planning, organisation, administration support and delivery of North Merchiston Club's programme of activities and events. Working closely with colleagues, volunteers, members and community partners, the postholder will help coordinate sports, wellbeing, family and community programmes, ensuring they are well organised, safely delivered and effectively administered. The role combines excellent customer service with strong organisational and administrative skills to create welcoming, inclusive experiences for children, young people, adults and families.

Principal Duties and Responsibilities

Programme & Activity Delivery

- Support the planning, organisation and delivery of the Club's programme of activities and events.
- Coordinate registrations, bookings and attendance records of the Club lead programs
- Support *designs supporting fund raising*? *Potential* holiday programme, family activities, and seasonal events.
- Liaise with coaches, tutors, volunteers, and external partners.
- Review programmes and identify opportunities to improve participation and administration.

Programme Administration

- Prepare and maintain booking forms, consent forms, registers and programme paperwork. Eg Table tennis, senior activities
- Ensure safeguarding, emergency contact and collection of information is complete and up to date.
- Maintain accurate records, attendance data and evaluation information.
- Keep programme information, pricing and promotional information up to date.
- Collect participant feedback and support monitoring for funders and management.

Customer Service & Community Engagement

- Welcome participants, families and visitors.

- Respond to enquiries by phone, email and in person.
- Promote activities and encourage community participation.
- Maintain positive relationships with members, volunteers and partner organisations.

Room & Operational Support

- Set up and clear rooms for activities and events.
- Prepare equipment and resources required for programmes.
- Ensure rooms are clean, safe and ready for use.
- Update room layouts and activity plans where required.

Financial & Administrative Support

- Raise invoices relating to activities and room hire.
- Record payments and maintain accurate financial records.
- Support monitoring of activity income and expenditure.
- Undertake general administration to support the smooth running of programmes.

General

- Participate in team meetings and training.
- Work in accordance with Club policies including Health & Safety, Safeguarding, Equality and Data Protection.
- Undertake other reasonable duties consistent with the role.

Person Specification

Essential

- Excellent organisational and planning skills.
- Experience supporting or delivering activities, events or community programmes.
- Strong administrative and record-keeping skills.
- Good Microsoft Office skills including Outlook, Word and Excel.
- Confident using databases and digital systems.
- Excellent customer service and communication skills.
- Ability to manage competing priorities.
- Ability to work independently and as part of a team.
- Commitment to inclusion, safeguarding and health & safety.
- Commitment to the values and aims of North Merchiston Club.

Desirable

- Experience of coordinating holiday programme or family activities.
- Experience using booking or membership systems.
- Experience updating websites or social media.
- Experience of financial administration including invoicing.
- Knowledge of the voluntary or community sector.
- First Aid qualification or willingness to undertake training.