



A centre for the democratic economy,
climate emergency, and social change

Assistant Centre Manager at The New Economy Centre

Job Description

This is a live-in role and you'll work in a dynamic small team to expand the reach and reputation of the New Economy Centre to grow the business in line with our principles and values. This role is diverse in its nature so no two days are the same.

We are accepting Expressions of Interest from people who do not wish to make this a live-in role, but there will still be a requirement to stay on campus several times each year.

We are looking for someone who loves being customer facing, is familiar with hosting events and guest experiences and is willing to go the extra mile to ensure that visitors have the best experience possible.

Your work hours will be flexible and align with event bookings, guest demands and the wider team capacity

Whether it's a live-in role or not, you will be required to cover holidays and deputise regularly at weekends for the live-in Site and Centre Managers. When you are covering, this includes being on-call 24/7 for emergencies, fire alarms, managing late night sound issues or late arrivals.

When Deputising for the Centre Manager:

- You'll be responsible for managing the accommodation facilities, e.g. guest arrivals/departures, laundry management, cleaning, room changeover, breakfast, and being on-call for resident emergencies.
- You'll be responsible for overseeing the housekeeping and cleaners and making sure that the accommodation is presented at a high standard.
- You'll be responsible for communicating with guests via online booking platforms .
- You'll be responsible for site security and ensuring that rules are followed by guests.



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General Duties:

- You'll work closely with the Site Manager and Centre Manager ensuring that the whole New Economy Centre Campus is managed effectively, in line with the underpinning values of the business.
- You'll work with the Centre Manager to service the bookings at the centre.
- You'll assist in the 'meet and greet' of guests, course facilitators, organisational leaders.
- You'll be involved in organising and managing volunteer days, planning activities and the general care of volunteers during their time on site.
- You'll be involved in organising and hosting events from small art exhibitions or a pop up bar to larger events such as weddings and festivals.
- You'll work with the Centre Manager and Digital Marketing Apprentice to maximise income, increase footfall and grow the reach of the business.
- You may be asked to help with food preparation and light catering duties for catered events. Training will be given if needed.
- You'll attend operational meetings with other staff members and the centre's general meetings.

Person Spec

We've listed the things that we feel are essential to the role as well as some desirable attributes, but we're open to making things work with the right person - so if you bring different experiences but feel you'd be a good fit, we'd love to hear from you. **Please complete the expression of interest form attached and return it to lara@selgarsmill.co.uk by 22 November 2021.**

Experience

Essential:

- Experience in a customer-facing role (hospitality or customer service)
- Events management or production

Desirable:

- Co-operative working
- Experience of using accommodation booking systems
- Volunteer management
- Fundraising experience
- Gardening
- Permaculture



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- Catering
- Facilitation / workshops experience
- Grounds maintenance
- Decorating, DIY skills

Skills, Knowledge and Competencies

Essential:

- Excellent customer service skills
- Excellent communicator
- Self-motivated, able to work unsupervised
- Able to prioritise a busy and varied workload
- Able to meet deadlines
- Team working skills

Desirable:

- Basic bookkeeping skills
- Knowledge of Health & Safety - including fire safety and producing risk assessments
- A good understanding of hospitality
- New Economy sector knowledge

Membership

The successful applicant(s) will begin a one-year members' journey/probationary period after which they will be invited to join the New Economy Centre as a member/owner of the business, subject to the satisfactory fulfilment of the role.

As a member you will have democratic control within the business (one member, one vote) and will be eligible to put yourself forward to become a director.

Potential for microbusiness

We welcome proposals to set up a microbusiness / startup using the growing space available in the vegetable garden at the mill. The garden has a very high exterior fence/hedge, extensive raised beds and a siphon for watering from the millpond.



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We would like for residents and guests to be able to access the garden, but the terms of access (eg. weekly open days, volunteer days, use as educational space only) can be negotiated depending on the nature of the garden.

The microbusiness would have to be in line with the New Economy Centre values. Please get in touch to discuss this with lara@selgarsmill.co.uk.



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Expression of Interest Form

Please complete this expression of interest form attached and return it to lara@selgarsmill.co.uk by 15 December 2021.

Name:

Address:

Email:

Telephone number:

Please tell us a little about you and why you're interested in the role:

Please tell us about your experience and why you think you'd be a good fit for this role:

Please tell us how you heard about the role: