

Job Description for a Community Centre Administrator at the Princess Gwenllian Centre

Location: Kidwelly, Carmarthenshire, Wales

Hours: Part-time, 15 hours per week

Salary: £13.00/hour, rising to £14.00/hour after the probation period

About Us

We are a charity (registered with the Charity Commission as Kidwelly Town Hall Community Trust,) dedicated to running a Sports and Community Centre in Kidwelly, with the objective of enhancing the well-being of our community through the provision of sports, health, education, and social activities. Our Centre is a hub for local residents and businesses to engage in a wide range of activities that promote health, well-being, and community spirit.

Role Purpose

The Community Centre Administrator will work with the Centre Facilitator/Manager in the daily operations of the centre, focusing primarily on social media and marketing activities, maintaining and updating website content, and fostering strong relationships with customers, volunteers and users of the centre. This role will also involve assisting with the organisation and running of events at the centre, including social drop-ins and occasional evening social bar events.

Key Responsibilities

Working with the Trustees, Volunteers and other Employees in:

- **Social Media & Marketing:** Work with the hall users and the Trust in creating and managing content for the centre's social media channels, ensuring a consistent and engaging online presence.
- **Developing and building a strong brand** around events, room bookings, and functions.
- **Website Content Creation:** Create regular content, both written and photographic for our Web manager to maintain the centre's website with accurate and relevant information, ensuring it reflects the activities, events and opportunities available at the centre.
- **Event Support and Planning:** Planning and execution of events (with the help of the other employees, volunteers and occasional paid staff), including social drop-ins and occasional evening social bar events, ensuring they run smoothly and are well-attended.
- **Community Engagement:** Work with the Centre Facilitator/Manager to develop and implement strategies to increase community engagement and participation in the centre's activities.
- **Customer Liaison:** Act as a point of contact for customers, ensuring their needs are met and fostering positive relationships. Address any enquiries or issues in a timely and professional manner.
- **Administrative Support:** Provide general administrative support as needed, including maintaining records, managing bookings, and the preparation of promotional materials.
- Provide regular updates to the Trust
- Extra hours will be available occasionally to provide annual leave/sickness cover for the other employees.

- The ability to communicate verbally and in writing in Welsh, would be a significant advantage.
- The role might grow and change over time, and on successful development of the role, additional permanent hours may be offered.
- *Person Specification*

Experience:

- Previous experience in a similar role within a community-focused organisation, charity, or social enterprise - desirable
- Experience in social media management, marketing, and website content maintenance - essential
- Experience in customer service and event organisation - desirable

Skills:

- Good verbal and written Welsh - desirable
- Strong communication and interpersonal skills, with the ability to build and maintain positive relationships - essential
- Proficiency in using social media platforms - essential
- Organisational skills with the ability to manage multiple tasks and priorities - essential
- Good level of IT skills as related to social media and design-oriented software tools (e.g. Facebook, Instagram, TikTok, Canva) - essential
- Familiarity with Microsoft Office and other office software -essential
- Teaching, Coaching, Mentoring, Tutoring or similar - desirable

Attributes:

- A proactive and positive attitude, with a genuine interest in community development and engagement.
- Flexibility to sometimes work on evenings and/or weekends as required.
- A strong commitment to equality, diversity, and inclusion, ensuring that all activities are accessible and welcoming to all members of the community.
- Willingness to reflect, learn and have open and honest conversations.

Position within the Organisation:

- You will work under instruction of the Centre Facilitator/Manager and you will liaise with the Caretaker.
- All employees work under instruction from the Trust, which consists of approximately 10 Trustees and a Committee.
- One of our Trustees, usually the Chair, will be the line manager.

Benefits:

- 25 days of annual leave pro rata.
- Training opportunities as identified by the employee or by the Trust.
- Flexibility of working hours (by negotiation).

Equality, Diversity, and Inclusion (EDI)

We are committed to creating a diverse and inclusive environment for all our employees, volunteers, and service users. We welcome applications from all sections of the community and particularly encourage individuals from underrepresented groups to apply. Reasonable adjustments will be made to accommodate the needs of candidates with disabilities during the recruitment process and in the workplace.

Application Process

In the first instance, please send your CV and a covering email outlining your suitability for the role to chair@princessgwenlliancentre.org.

Closing Date: 20th March 2026
2026

Interviews: Week commencing 30th March