

Lifehouse Administrator Role – Job Description

The holder of this position will be responsible to the Lifehouse Management Team.

Administrative Tasks

- Checking and processing incoming mail
- Responding to telephone calls and queries
- Managing emails and correspondence, responding in a timely manner
- Ensuring effective communication between the Lifehouse management team and external contacts
- Maintaining accurate and up-to-date records of activities memberships and events
- Managing databases and filing systems for easy retrieval of information
- Maintaining social media and website input and alterations

Bookings

- To meet potential hirers, discuss requirements and agree hire terms as agreed in table of Hire Charges
- To maintain the bookings diary and ensure that all bookings and/or cancellations are recorded using Church Suite
- To ensure that all booking fees are invoiced and collected.
- Maintaining documentation relating to bookings
- Ensuring that users are advised and updated on key-code security

Maintenance of the Lifehouse

- To manage the maintenance of the Centre's buildings and contents to a high standard
- To ensure that all maintenance and cleaning supplies are available and purchase when necessary

- To engage with users and stakeholders to ensure that the Lifehouse stakeholders and users abide by the letting policy agreement.
- To ensure that the Lifehouse is maintained in a clean and serviceable manner, and alert the LMT to any issues arising.
- To ensure that the Lifehouse, including the kitchen area, meets statutory Health and Safety Regulations, and to liaise with the Centre's H&S officer

Promotion of the Lifehouse

- To promote the Lifehouse within the local area (and beyond)
- To engage with the local community, local organisations and stakeholders.
- To seek feedback from service users and carry out regular service audits in accordance with contractual obligations laid out by the funding bodies.
- To develop ideas for the improvement and future development of the premises and facilities with a view to increasing uptake.

Financial Administration

- To coordinate with the Treasurer to manage financial records and documents.
- To handle financial transactions, including payments, invoices and financial correspondence.

Regulatory Compliance

- Ensuring compliance with relevant legal and regulatory requirements
- Staying informed of changes in regulations and policies affecting ASH Lifehouse, Truro.