



Centre Assistant Recruitment Pack



Job title Centre Assistant

Salary £13.45 per hour

Hours 4.5 hours per week

Contract Permanent dependent on funding

Application deadline 17th April at 5pm

Interview date Week commencing the 20th April

Interview In-person at Grange Pavilion



About Grange Pavilion



Grangetown is one of Cardiff's largest, most diverse wards, and at the heart of this community sits Grange Pavilion.

Grange Pavilion is a resident-led community centre in Grange Gardens, a popular inner-city park. Grange Pavilion is a place to gather; it provides affordable space for learning, being active, creative and connecting. It is home to the Hideout, an award winning café, and the Grangetown Youth Forum.

Grange Pavilion has won numerous awards including Royal Society of Architects in Wales (RSAW) 'RSAW Welsh Architecture Award' and 'RSAW Client of the Year' (2022), Constructing Excellence in Wales 'Value' Award (2022) and Cardiff property Awards 'Civic Development' award (2021) for the design and architecture of the building and for our innovative and collaborative approach to building a community centre with, by and for its community. It has a biodiverse outdoor space for gardening, seasonal growing, and environmental programmes: a regular community garden group, a safe play area, and places to sit and relax outside, which are all part of the design. RSAW celebrated the Grange Pavilion's design and values in its 'Revealing Wales' film series, [viewing link here](#). The building welcomes and collaborates with a variety of groups and people. Working with young people, elders, families, and those newly arrived in Wales.

Grange Pavilion is known for bringing the community together to celebrate, learn, develop, fundraise and get together on special community occasions such as Eid and Christmas.

Grange Pavilion is led by our CIO (Charitable Incorporated Organisation) board of trustees, which comprises Grangetown residents, individuals from local organisations with key expertise, and community volunteers. We were constituted in 2017 and achieved charity status in June 2018, and have been working in partnership with Cardiff University's Community Gateway since our inception. Films celebrating the physical and online (during lockdown) launch of the Grange Pavilion can be viewed at [Grange Pavilion Official Launch - May 2022 - YouTube](#) and [Celebrating the online launch of Grange Pavilion](#).

Articles describing the Grange Pavilion can be viewed at the links below:

- [The thriving hub in the middle of Grangetown that's become the heart of the community](#)
- [Grangetown comes together to celebrate official launch of pavilion](#)



Job description

The Grange Pavilion Assistant plays a key role in ensuring the Pavilion operates safely, smoothly, and welcomingly for all users. This includes supporting community activities, overseeing the building during allocated shifts, and maintaining high standards of customer care, cleanliness, and safety.

Working closely with the Charity Director, staff team, and volunteers, you will help manage day-to-day operations, support events and bookings, and ensure the Pavilion remains a safe and accessible space for the local community. The role includes evening and weekend work and may involve lone working.

Core values:

1. **Respect:** We value each individual's worth and uniqueness, promoting an atmosphere of mutual respect and consideration for all community members.
2. **Fairness:** We are dedicated to treating every person equitably and justly, providing equal opportunities and consideration to all without discrimination.
3. **Inclusivity:** We celebrate diversity and work diligently to include everyone's perspectives, fostering an environment where everyone feels valued and heard.
4. **Individuality:** We recognize and honour the individuality of each person, appreciating their differences and contributions to our community.
5. **Community Ownership:** We understand the significance of community ownership and endeavour to maintain a venue that serves the community's needs and aspirations.



Duties and Responsibilities

- Ensuring the safe operation of the Pavilion, including opening and closing the building according to licensed opening and closing times, supervising volunteers, and maintaining high standards of customer care.
- Liaising with the management team to resolve operational issues.
- Supporting user groups, managing bookings, and assisting with the daily programme of activities.
- Assisting with the preparation, organisation, delivery and supervision of events.
- Promoting and maintaining high standards of service in line with the aims of Grange Pavilion.
- Undertaking duties in line with the Grange Pavilion Employee handbook and relevant Grange Pavilion policies and procedures.
- Providing guidance and support to volunteers and staff.
- Handling initial customer queries and complaints professionally according to the Pavilion's complaints procedures

Supervision and Security of the Public

- Directing user activities to prevent injury, misuse or damage to facilities or equipment.
- Providing trained assistance to users in difficulty (First Aid training provided).
- Supervising and implementing emergency procedures.
- Checking building security and fire safety measures, including exits and fire-fighting equipment.
- Ensuring the safety and security of all users.

Cleaning Tasks

- Carrying out cleaning of the centre, its surroundings and equipment to maintain high standards of cleanliness and presentation.
- Completing the daily cleaning schedule and reporting issues to the management team.

Building Services, Structure and Equipment

- Reporting faults or damaged equipment and removing items from service where necessary.
- Ensuring equipment is used safely and appropriately.

Health and Safety

- Complying with the Pavilion's Health and Safety Policy.
- Administering emergency First Aid (training provided).

Ancillary Duties

- Attending training sessions and staff meetings.
- Supporting the development of procedures and work instructions, and assisting with staff training.
- Carrying out any other reasonable duties as required by the management team.

The above duties and responsibilities are not exhaustive and other reasonable duties may arise in line with the development of the role and requirements from the Board of Trustees.

Essential Criteria

- Strong communication skills with the ability to engage confidently with the public, staff and volunteers.
- Trustworthy, enthusiastic, self-motivated and able to use initiative.
- Reliable, responsible, and able to apply procedures consistently and professionally.
- Friendly, approachable manner and the ability to lead by example.
- Applicants should demonstrate a good attendance record in previous employment and a commitment to reliability in this role.
- Willingness to work evenings and weekends.

Desirable Criteria

- Previous experience in facility management, caretaking or a similar role (training provided).
- Welsh or other community language skills are desirable but not essential for this role

Hours

- 8 hours per week on a flexible rota.
- Shifts may fall anytime between 9am and 9pm, Monday to Sunday.
- Final hours will be agreed upon appointment.
- Lone working applies to this post, and a Lone Working Policy will be provided.

Terms of employment



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Location In-person at Grange Pavilion

Application process

Please send us your CV and Cover Letter (maximum of two sides of A4) outlining your desire to join Grange Pavilion and how you meet the criteria for the role.

We can accept your application in two ways:

- Written statement (no more than two pages)
- Video (no more than three minutes)

In addition, please attached a completed Equal Opportunities Monitoring form

Applications should be emailed to board@grangepavilion.wales.

Grange Pavilion operates name-free recruitment. All applications will be subject to anonymisation and the recruiting panel will not see personal information such as a candidate's name and address during the sifting process. This policy is in line with our commitment to end bias and promote equality and diversity.

If you would like to have an informal, confidential conversation about the role, please contact board@grangepavilion.wales.





THE HIDEOUT

