

Hillfields Community Garden Community Administrator



Job Title	Community Administrator
Reports to	CEO
Based from	Hillfields Park Community Centre, Thicket Avenue, Hillfields, BS16 4EH
Hours of work	17 hours per week (to include occasional weekend and evening work)
Days	Flexible working pattern with immediate start date. Days to be determined in conversation with the successful candidate and the CEO.
Duration	Fixed Term Contract ending December 2026*
Salary	£25,877 (Pro-rata - Real Living Wage)
Eligibility	Applicants must have the legal right to work in the UK. The successful applicants are appointed subject to satisfactory references which will only be requested from the appointable candidate.
Deadline	9AM on 11th February with interviews to be held late February.
Applications	Apply here https://forms.gle/jdHvCJNWu69n71tw5

Hillfields Community Garden [HCG] are looking for a friendly, reliable, and enthusiastic Community Administrator to support and welcome residents, assist with community activities and events, and help keep our community work safe. The main purpose of this role is to work with the team to ensure the smooth operation of the Charity, providing administrative and practical assistance for activities, groups, events and general centre functions. Responsibilities include assisting with reception duties, maintaining records and booking information, and supporting the setup and delivery of a busy programme of community groups and events. You will engage with a wide range of people and organisations and also provide administrative support to the CEO.

Hillfields Community Garden

In February 2025 Hillfields Community Garden took over the running and delivery of Hillfields Park Community Centre, an important local space in the heart of Hillfields, BS16. Established by local residents, the charity has expanded in recent years after running a community garden in Hillfields Park since 2020. This is an exciting opportunity to join a growing charity, which is increasing its community development working alongside residents in Hillfields.

Main Tasks and Responsibilities

Reception and Front of House

- Support the Centre Coordinator in providing professional front of house services
- Provide a safe, secure, and welcoming environment for everyone using the Centre

- Monitor the reception inbox and handle phone enquiries
- Ensure that the Centre is well-presented, clean and tidy
- Promptly report repairs or defects to preserve the maintenance and appearance of the building through our preventative maintenance plan

Groups, events and services

- Working with the team and volunteers support the delivery of a busy programme of regular groups and monthly events, this will include setting up and closing down the building - some of which are on weekends and evenings
- Set up and pack down rooms as required by groups and hirers of the building
- Liaise with our cleaners and ensure that all areas of the centre are kept in a clean and hygienic condition including removal of litter, with particular attention to hygienic requirements
- Ensure that outdoor areas are maintained for regular groups including our community garden, sensory and remembrance area.

Administration

- Support the Centre Coordinator with building checks and building compliance
- Provide administrative support to the Centre Coordinator with space hire enquiries
- Help update booking enquiries as directed and report any issues
- Support residents to complete forms, assisting with signposting and sharing information
- Maintain records as requested to support monitoring and reporting
- Work as part of a team to ensure the efficient operational function of the charity
- Perform other clerical duties such as flyering, filing, photocopying and post handling

General

- To attend regular supervision, and a 3 month probation review
- Contribute to team meetings, training and reviews when required
- Participate in personal training and development and be proactive in identifying needs
- Ensure that our standards are met and that all policies and procedures are upheld at all times
- Undertake additional tasks, attend events and help out with other customer facing areas from time to time for the effective running and promotion of the charities operations
- To take part in general housekeeping duties, covering sickness, holidays and other common tasks

This job description sets out the key outcomes required. It does not specify in detail all the activities the post holder is required to undertake to achieve these outcomes.

Essential

- Ability to work collaboratively as part of a small team, with a flexible and solutions-focused approach
- Good standard of core skills (Literacy, Numeracy, IT including MS Office and Google)
- Good organisational skills
- Strong customer service skills
- Great communicator (customer service and communication skills)

- Motivated to achieve good quality standards in all areas
- Possess a 'can-do' attitude and commitment to 'get things done'
- Ability to work creatively and flexibly in a small team, supporting other colleagues

Desirable

- Experience of or passion for working in a community led organisation
- A personable and professional style, with an ability to build rapport with residents, building users, staff and other stakeholders
- Experience with managing data within GDPR guidelines
- Experience / awareness of working with people with additional needs
- Experienced with handling cash/using a till

We strongly believe that a diverse organisation brings with it a diversity of ideas, thinking and ways of working which enhance what we do. Our staff bring with them a diversity of experiences, backgrounds, skills, ages and outlooks, which can provide added value to the services delivered by the charity. We welcome applications from all people living in and around Hillfields.

*This role is offered as a fixed-term role initially due to funding restrictions, it is possible that further funding may be sourced and this role extended, however this is not guaranteed.

Contact: Sarah Rogers ceo@hillfieldscommunitygarden.co.uk

Registered Charity: 1204254

Facebook: [Hillfields Community Garden | Facebook](#)

Website: <https://www.hillfieldscommunitygarden.co.uk>