

Kinning Park Complex Administrator & Front Of House

Salary: £12/hour (£14,976 pro rata), rising to £13.20/hour after 6 months (£16,474 pro rata)

Location: Glasgow

Part Time: 24 hours per week, including some evenings and weekends

Fixed Term Contract: 12 months

Closing date: Monday 13th May, 10am

This is a unique opportunity to support and develop Kinning Park Complex (KPC). In 2018, KPC was constituted as a Scottish Charitable (SCIO) and secured funding to purchase and renovate the building. Following the departure of our Director in 2021, and the handover of the building from an extensive renovation programme in 2022, KPC is ready for a period of recovery and transition. The KPC Board is looking for a creative, collaborative and experienced person to contribute to the administration of the organisation and support the team.

KPC is a well-established and well-loved community space with a large hall, a number of small office and event spaces, potential hot desking spaces, a kitchen, cafe, and a community garden. The space is a vital community asset with a range of community-based projects and activities including community meals, classes and events.

We are looking for an administrator and front of house assistant to support the KPC staff team with responding to enquiries and administer bookings and events, and being a point of contact for users of the building and tenants. They will also support the staff and trustees with communications and the Building Lead with event set up and some Health & Safety tasks associated with bookings.

The post holder will work as part of a small team of colleagues who collectively have responsibility for the successful operation of the building and its programme of activity. They will work alongside a Buildings Lead, a Community and Outreach Lead and a Finance Lead.


Contact us

 www.kinningparkcomplex.org

 hello@kinningparkcomplex.org

 07840843314

About us

 43 Cornwall Street, Glasgow, G41 1BA

The Kinning Park SCIO is a registered charity

SC048399

Role Description

Role Purpose: To support the wider KPC staff team to respond to enquiries and administer bookings and events

Specific Duties and Responsibilities

Front of House

- Responding to telephone and walk in booking enquiries
- Covering reception duties and being point of contact for visitors and tenants, hires of building
- Receiving mail and deliveries at reception

Administration & Comms

- Administering the main KPC email account and bookings system - passing enquiries to the relevant persons
- Follow up with bookings and hires that are unpaid and arrange payments
- Follow guidelines, procedures and policies provided by the company in relation to financial management and paperwork
- Updates to website as required by staff team and board
- Updating social media channels as needed - working with team and board to share updates on current and upcoming activities, responding to enquiries.
- KPC Membership - Review on current and lapsed memberships. Sharing communications with members as needed by staff and trustees.
- Support with communication for AGMs and other governance activities

Events & Duty Management

- Contributing to developing effective procedures and working practices in KPC
- Follow guidelines, procedures and policies provided by the company in relation booking and events
- Preparing contracts for new hires and key holders, responsible filing
- Checking building cleanness and for hazards or reported issues during shift


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- Ordering and maintaining stock of supplies for events and hires
- Opening and closing KPC building when needed
- Helping with some H&S checks after training provided

Essential Criteria

- Great knowledge and understanding of Microsoft Office / Excel, email platforms, online filing and document management systems
- Ability to integrate with and effectively communicate with others
- Excellent attention to detail and accuracy
- Strong time management skills - highly organised, able to multitask, work under pressure and able to work autonomously
- Strong customer service skills, approachable and enjoys liaising with a diverse range of KPC user and our community

Desirable Criteria

- Knowledge of online booking systems
- Experience of updating and communicating with Wix and social media channels
- Experience of working in a small organisation / charity / not for profit
- Ability to use Quickbooks invoicing system, or similar

How to Apply

To apply please email your CV and a cover letter detailing your experience and suitability against the essential and/or desirable criteria outlined in the role description to board@kinningparkcomplex.org with **FAO Admin & Front of House** as the subject line. Where possible, please attach a PDF version of both your CV and cover letter to your email.


Deadline to apply: Monday 13th May, 10am

Kinning Park Complex is committed to the promotion of an inclusive and diverse working environment and we therefore encourage applications from all suitably-qualified individuals, irrespective of age, gender, transgender status, disability, sexual orientation,


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marital, parental status or caring responsibilities, ethnic or racial origin, or class background.

If you have any questions about the role before applying, please contact us by email - board@kinningparkcomplex.org


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