

Candidate Information Pack



About the job

Part-time Reception/Administration Assistant

We are looking for a confident and well organised part-time Receptionist/Administration Assistant to work as part of our centre-based team. With a focus on consistently delivering exceptional customer service and to support the Pavilion management team and colleagues across Peterlee Town Council to provide high quality services to the people of Peterlee and beyond. Responsibilities include:

- Dealing with customer enquiries and bookings
- Building a positive and professional relationships with customers and partners
- Maintaining the booking system and registers for classes and courses
- Taking and reconciling payments from customers both face-to-face and by telephone
- Inputting and manipulating usage and sales data for Managers
- Communicating with other members of the reception team daily tasks and important messages
- Actively participate in meetings to improve the services we offer
- To contribute to a safe and healthy workplace
- Have a flexible approach to duties and be available to cover team members shifts where possible if required

This is a part-time position currently working Monday to Thursday 17:00 until 21:30, you would expect to be flexible with start and finish times depending on the season and bookings on each day to complete 18 hours each week.

About the Pavilion Sports & Community Centre

The Pavilion is situated just off Helford Road in Peterlee and is surrounded by green open space right next to Castle Eden Dene National Nature Reserve. The well-used and valued open spaces include 3 Football pitches a cricket pitch home to Peterlee Cricket Club and a floodlit 3rd Generation Multi-Use Games Area (MUGA). There are also 3 newly installed play areas (toddlers, children, and outdoor gym). Ample free parking facilities for centre users and outdoor enthusiasts are adjacent to the building.



The Pavilion opened in 2009 and has a number of indoor spaces providing a varied group exercise programme branded as PACES (Peterlee Active Community Exercise Scheme), sports activities for young children, dance and martial arts clubs. The main hall is also a brilliant venue for a range of parties such as christenings, birthday parties and wedding receptions. We host regular Hilarity Bites comedy nights, craft fairs and community events. Our meeting room spaces are busy with bookings from a variety of training sessions for commercial and training organisations, events or public sector partners having meetings with their clients.

The Funk-a-deli Bistro and Café is on the ground floor next to our open plan reception and is open 7 days a week serving the best coffee bar none! We have a range of sweet treats and light food on offer depending on the time of day and week. Meals are available to staff at a discount.

Why work for Peterlee Town Council?

We offer great working conditions and terms including:

- Job security – this is a permanent role in our staff team
- Access to the generous Local Government Pension Scheme
- 24 days holiday increasing to 29 days after 5 years, plus statutory holidays
- Free car parking
- Staff wellbeing programme including cycle to work scheme, wellbeing activities, and more!
- A well supported appraisal and personal development programme with good opportunities for training and development

It's also a great place to work to help make a difference in our town. In our 2022 staff survey 100% of colleagues told us that they were proud to work for Peterlee Town Council. 100% of our colleagues also said that they knew what they needed to do to be successful in their role and that they had access to the things they needed to do their job well.

What happens next?

If you are interested in joining our team, then we'd love to hear from you.

You'll need to complete the formal application form, but we'd also encourage you to get in touch with the centre manager Andrew on 01915869957 or email Andrew.frankcom@peterlee.gov.uk, for an informal chat about the role before you do fill the form in.

Completed application forms need to be submitted by email to corporateadminteam@peterlee.gov.uk no later than 12pm on Thursday 19th January 2023

We'll be shortlisting for interview during the next few days, will contact successful people for interviews no later than close of play on Friday 20th January and will be interviewing on Thursday 27th January 2023.

We're looking for the successful candidate to join us as soon as possible after that!

