

LADYBROOK ENTERPRISES LTD

CHARITY FRONT OF HOUSE & COMMUNICATIONS COORDINATOR

We are seeking a dynamic and highly organised Front of House & Communications Coordinator to join our team. In this dual-role position, you will serve as the face of the charity, providing exceptional front-of-house service, while also coordinating internal and external communications. The ideal candidate will be professional, personable, and efficient, with excellent communication and multitasking skills, ensuring effective outreach to our community through social media, newsletters, and promotional materials. If you have a passion for delivering outstanding customer service and thrive in a caring and vibrant environment, we'd love to hear from you! This is a fantastic opportunity for someone with experience looking to take the next step in their journey, whilst playing a key role in enhancing our charities communication efforts.

THE CHARITY

Our charity has one aim: to improve the lives of those in Mansfield and District. To do this, we work independently as well as alongside a number of local partners, to deliver a range of services and activities that are about improving aspirations, access to opportunities, connections and life chances of people in our community.

As a former Neighbourhood Management Team, and from our wealth of experience in the voluntary sector we understand the importance of influencing and shaping change within communities and the structures set up within them.

Our community is resilient, and they, like us, make things happen. When someone believes in them, they can do great things. We aim to help more people recognise this in themselves and move forward. Our biggest strength, which in turn opens some fantastic opportunities for us, is our sheer determination and bloody mindedness to make a difference.

We have delivered a huge number of services with little resources, we have a can-do attitude, we stand up for what is right, and we persist until people get what they are entitled to and deserve in life. We are not risk-averse, we are quick-thinking, solution-focussed, and genuinely here to make a difference.

We do not 'tick boxes', the work we do has to mean something, and for the thousands of people that have been lucky enough to walk through our doors this refreshing, inclusive way of working has changed, improved and in many cases, saved lives.

THE OPPORTUNITY

To support our ambitions, we are seeking a Front of House & Communications Coordinator who will thrive in a caring and vibrant environment, supporting the Services Manager in the day to day administrative operations of the charity, whilst coordinating internal and external communications and leading a team of staff and volunteers within these areas.

CONTRACT:

30 hours per week for a fixed term of 12 months

SALARY:

£13.24 per hour with a pay rise in line with minimum wage increases to be implemented from April 2025
(£25,818 FTE / £20,654.40 PA actual)

WORKING HOURS:

Our Coordinator will work to support a range of individual and corporate customers at Ladybrook Community Centre which is open throughout the week including in the evenings. Shifts will include a range of days and times which will ordinarily be within Monday-Friday from 8.30am-8pm. Occasional weekend working for events and networking will be required.

LOCATION:

Office Based at Ladybrook Community Centre, Ladybrook Lane, Mansfield, Nottinghamshire NG18 5JJ with regular travel to other venues in and around Mansfield to promote the work of our charity.

JOB DESCRIPTION

Front of House & Communications Coordinator roles and responsibilities include but are not limited to:

Front Desk Management:

- Serve as the primary point of contact for visitors, ensuring a welcoming and professional environment
- Manage a busy reception area, answering and directing phone calls, emails, and enquiries promptly
- Maintain the appearance of the reception area, ensuring it is clean, organised, and stocked with necessary materials
- Provide exceptional customer service to clients, partners, and employees, addressing concerns and resolving issues promptly
- Manage enquiries and concerns with professionalism, escalating matters as needed
- Lead a team of staff and volunteers to provide excellent customer service throughout all areas of our work.

Communication Coordination:

- Assist in creating and scheduling content for social media platforms to engage the community and promote events, programs, and services.
- Support the preparation of newsletters, press releases, and other promotional materials.
- Coordinate with staff and volunteers to gather and share success stories, news, and updates that highlight the charity's impact.
- Help maintain the charity's website by updating content and ensuring information is current and accessible.

Administrative Support:

- Assist with scheduling meetings, managing calendars, and coordinating appointments
- Handle incoming and outgoing mail, packages, and deliveries
- Maintain office supplies inventory and place orders as needed
- Update and manage contact lists, employee directories, and communication databases
- Assist the operations teams with general administrative tasks, including filing, data entry, and document preparation

Event Coordination:

- Assist with planning and organising charity events, meetings, and conferences
- Coordinate logistics such as booking venues, catering, and transportation when necessary

Database and Records Management:

- Maintain accurate records of visitor logs, charity communications, and other relevant documents

PERSON SPECIFICATION

We invite applications from candidates who can demonstrate the following skills:

Excellent Communicator:

- Strong verbal and written communication skills for interacting with clients, staff, and external stakeholders
- Ability to draft professional emails, memos, and marketing content
- Experience using social media platforms (e.g., Facebook, Instagram, Twitter) to engage audiences and promote activities.
- Organisational Skills: Ability to manage time efficiently and juggle multiple tasks in a busy environment.
- Excellent interpersonal skills for building relationships with colleagues, clients, and partners
- Ability to lead and support a team to deliver high quality customer service
- A collaborative team player with a positive and flexible attitude

Customer Service Oriented:

- Demonstrated ability to provide outstanding customer service and handle enquiries or complaints with patience and professionalism
- Friendly and approachable demeanour, creating a positive experience for all visitors and callers
- Ability to handle sensitive information with care and maintain confidentiality at all times

Organised:

- Exceptional ability to manage multiple tasks, prioritise duties, and meet deadlines in a fast-paced environment
- Strong attention to detail in handling schedules, documents, and communications
- Meticulous in managing records, databases, and communications, ensuring accuracy and consistency

Ability to Multitask:

- Proficient in juggling administrative tasks, phone calls, emails, and front desk responsibilities simultaneously
- Ability to switch between roles, balancing receptionist duties with communication coordination seamlessly

Proficient with Technology:

- Competence with office software (Microsoft Office Suite, Google Workspace) and communication tools (email platforms, social media management tools)
- Familiarity with phone systems, virtual meeting software (Zoom, Teams), and basic office equipment troubleshooting

Ability to Plan and Coordinate:

- Experience in organising events, meetings, or conferences, including managing logistics such as venues, catering, and scheduling
- Ability to anticipate and manage event-related challenges efficiently
- Ability to anticipate needs and take initiative, without needing constant direction
- Self-driven to improve processes and enhance the efficiency of both the front desk and communication efforts

Problem-Solving:

- Quick thinking and calm under pressure, with the ability to resolve issues professionally
- Resourceful in addressing challenges related to reception, communication, or scheduling

Excellent Time Management:

- Strong time management skills, ensuring the completion of tasks without compromising quality
- Ability to handle a high volume of work with efficiency and effectiveness

Adaptable and Flexible:

- Ability to adjust to changing priorities, environments, and demands with ease
- Willingness to take on additional tasks and responsibilities as needed