



Community Works

Job Spec: Business Services Administrator, Summer 2026

Person Specification

Area	Essential	Desirable
Administrative experience	Experience of providing effective administrative or business support.	Experience within a charity, community organisation, voluntary sector or similar setting.
Organisation	Highly organised, able to manage competing priorities and meet deadlines.	Experience of developing or improving administrative systems and processes.
Independent working	Able to work with a high degree of autonomy, use initiative and take responsibility for completing tasks.	Experience of managing projects or areas of work independently.
Communication	Good written and verbal communication skills, with the ability to communicate appropriately with a wide range of people.	Experience of communicating with community groups, volunteers or members of the public.
IT and digital skills	Confident using email, Microsoft Office/Google Workspace and common digital administration systems.	Experience using databases, online booking systems, Canva or similar digital tools.
Social media	Basic understanding of social media and ability to create clear, engaging content.	Experience managing social media accounts for an organisation or community project.
Financial administration	Ability to undertake accurate basic financial administration and handle invoices, receipts and payments.	Experience using accounting or bookkeeping software.
Facilities coordination	Able to organise maintenance schedules, communicate with contractors and follow up outstanding issues.	Previous experience supporting the management of a community, public or commercial building.
Attention to detail	High level of accuracy and care when handling information, records and financial documentation.	Experience maintaining formal records or compliance documentation.

Area	Essential	Desirable
Confidentiality	Understands the importance of confidentiality and appropriate handling of personal and organisational information.	Experience working with confidential information within a charity or community setting.
Teamwork	Able to work positively and collaboratively with colleagues, volunteers and external contacts.	Experience working within a small team where flexibility is important.
Community approach	Demonstrates a commitment to equality, inclusion and creating a welcoming environment for all.	Knowledge of the local community or experience of community development work.
Personal qualities	Reliable, approachable, proactive, flexible and willing to learn.	Experience of working in a busy community-facing environment.

Qualifications and training

Essential

- Good standard of general education or equivalent relevant experience.
- Evidence of relevant administrative experience and skills.

Desirable

- Relevant administration, business support, finance or IT qualification.
- Training or experience relevant to social media, communications or facilities administration.

CommunityWorks will consider relevant skills and experience alongside formal qualifications.

Key competencies

The successful candidate will demonstrate:

- Organisation and reliability - Plans work effectively, keeps accurate records, meets deadlines and can be relied upon to follow tasks through to completion.
- Initiative and autonomy - Is confident working independently, identifies what needs to be done and takes appropriate action without requiring constant supervision.
- Communication and relationships - Builds positive working relationships and communicates clearly and respectfully with colleagues, community members, contractors, suppliers and visitors.
- Accuracy and attention to detail - Takes care with administrative and financial information and recognises the importance of accurate records.

- Customer and community focus - Provides a friendly, helpful and professional service and understands the importance of making the Centre welcoming and accessible.
- Flexibility - Can respond positively to changing priorities and the varied demands of working within a busy neighbourhood community centre.
- Problem solving - Uses common sense and initiative to resolve routine issues, while recognising when matters need to be referred to the CEO or another appropriate person.
- Commitment to CommunityWorks - Demonstrates an understanding of and commitment to CommunityWorks' values, purpose and role within the local neighbourhood.

Reporting and working relationships

Employer: CommunityWorks

Responsible to: CommunityWorks CEO

Working relationships: CEO, CommunityWorks staff and volunteers, Centre users, contractors, suppliers, community organisations and other partners.

Level of autonomy: The post holder will be expected to manage their own workload and take responsibility for agreed areas of work, while working within CommunityWorks' policies, procedures and agreed priorities.

Safeguarding and other requirements

The post holder will be expected to:

- Work in accordance with CommunityWorks' policies and procedures.
- Promote equality, diversity and inclusion in all aspects of their work.
- Maintain appropriate confidentiality and professional boundaries.
- Follow relevant health and safety procedures.
- Contribute to safeguarding a safe and welcoming environment for children, young people and adults who use the Centre.
- Undertake relevant safeguarding checks and training where required for the duties of the post.