

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Community Clubroom Assistant	Grade: SO2
Section: Supported Housing	Directorate: Housing & Regeneration
Responsible to following manager: Community Clubroom Manager	Responsible for following staff: NA
Post Number: POS001235	Last review date: 11 September 2025

Working for the Richmond & Wandsworth Better Service Partnership

This role is employed under the Richmond & Wandsworth Better Service Partnership. The overall purpose of Richmond & Wandsworth is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

Richmond & Wandsworth Better Service Partnership aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

Job Purpose

Reporting to the Community Clubroom Manager, the postholder will promote community clubroom activity across diverse groups in Wandsworth. This work will maximise the use of the clubrooms to ensure they better serve the community and draw in untapped revenue opportunities. Supports the management of several general-purpose clubrooms with no active committee and supports existing voluntary

groups running community clubrooms. With a focus on facilitating the cultural programme taking place in the Focus Hall clubroom in Roehampton as part of the London Borough of Culture year. Working with the Community Clubroom Manager to implement any regulatory changes or policy initiatives relating to community clubrooms.

In line with the Council's engagement strategy, to support community development work, promoting diversity wellbeing, and community cohesion.

Specific Duties and Responsibilities

- To assist in the administrative and operational aspects of the management of the Housing community clubrooms, maximising the volume of lettings and financial yield.
- In the absence of a formally constituted management committee, the individual will be responsible for supporting marketing and income generation, operating a booking system to streamline the clubroom booking process, and handling inquiries. It also includes key holder arrangements for the security of the clubrooms, providing access out of hours as required, and overseeing the process whereby access to the premises may be provided to contractors.
- Provides customer service to clubroom users effectively in terms of booking processes, building access, storage arrangement, user check-in and check-out, deposit refund and customer feedback collection.
- Routinely coordinates cleaning, utility bills payment, repairs and maintenance and where necessary including occasional refurbishment programmes.
- Coordinates quarterly clubroom repair inspections to ensure compliance with health and safety standards. Will follow up any matters outstanding from the annual fire risk assessment and ensure completion.
- Facilitates the process whereby clubrooms may occasionally be identified for other purposes, for instance as a local polling station or other exceptional one-off uses.
- To support the volunteer management, including but not limited to volunteer training documentation, coordination, minutes and filing, assisting new volunteers to settle into the role and gain confidence.
- To enhance relationships with stakeholders in the local area including residents, voluntary agencies, residents' associations, Housing Community Champions, Public Health, Wandsworth CCG, religious leaders and faith groups, the Police, sports and leisure clubs, nurseries, youth clubs, schools, gardening/ allotment clubs, those

working with or volunteering to support the elderly, and others working generally to promote health and wellbeing in the community.

- To maintain awareness for promoting health and wellbeing through effective models of community development and outreach. Embraces diversity, advocating community cohesion and forging links through day-to-day operation and communication.
- To assist the manager to develop outreach and engagement to improve community cohesions and, working together, jointly facilitate and oversee initiatives and events.
- To occasionally act as the deputy for the Community Clubroom Manager as required.

Generic Duties and Responsibilities

- To contribute to the continuous improvement of the services of Richmond & Wandsworth Better Service Partnerships.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection, handling complaints and health and safety.
- To adhere to security controls and requirements as mandated by Richmond and Wandsworth procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
- To understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the roles within the Councils.
- The profile is not intended to be an exhaustive list of the duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of the role.

Person Specification

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Our Values

THINK BIGGER

EMBRACE DIFFERENCE

CONNECT BETTER

LEAD BY EXAMPLE

PUT PEOPLE FIRST

Our Values are embedded across Richmond & Wandsworth Better Service Partnership and throughout all roles and responsibilities at all levels of the organisation. Please [familiarise yourself with our values](#) as they are an integral part of our recruitment and selection process.

Person Specification Requirements			Assessed by A/I/T/C (see below for explanation)
Knowledge	Essential	Desirable	Assessed
Knowledge of the benefits of community clubrooms and outreach to community cohesion		✓	C
Demonstration of transferrable skills	✓		A & I
Knowledge of social and urban inequalities		✓	A & I
Experience	Essential	Desirable	Assessed
Experience of facility and venue hire management	✓		A & I

Experience of operating in an assistant role with community and voluntary organisations		✓	A & I
Experience of team working		✓	A & I
Skills	Essential	Desirable	Assessed
Good numeracy skills	✓		A & I
The ability to promote clubrooms as a resource for the community and evaluate take-up and revenue to report line manager.			
Good IT skills including the ability to use Microsoft software and bespoke systems	✓		A & I
Confidently communicate with user and volunteers	✓		A & I
Can work independently			
Ability to travel to meet the requirements of the post, including to areas of limited Public Transport	✓		A & I
Able to work unsocial hours if necessary			
Ability to undertake professional training including First Aid		✓	A & I
Problem solving skills		✓	A & I
A general understanding of 'safeguarding children, young people and vulnerable adults' and its relevance to the service area and a willingness to attend training as required.		✓	A & I
Qualifications	Essential	Desirable	Assessed

A – Application form / CV

I – Interview

T – Test

C - Certificate