Recruitment pack



ADMINISTRATION OFFICER
NOVEMBER 2026

thenue
COMMUNITIES

BACKGROUND INFORMATION

ADMINISTRATION OFFICER: THENUE COMMUNITIES

1. BACKGROUND AND CONTEXT

Thenue Communities is a registered charity and subsidiary company of Thenue Housing Association. We operate two community facilities in Glasgow: Calton Heritage & Learning Centre in the East End of Glasgow, which opened in November 2013, and Netherholm Community Hall in Castlemilk, which opened in 2018.

The organisation is governed by a Board of Directors comprising:

- 2 Thenue Housing Association staff members
- 2 Independent Directors
- 6 Community Residents

Both centres are well-established community hubs, providing welcoming and accessible spaces where local people can participate in a wide range of social, educational, recreational, health and wellbeing activities.

Our facilities are used by community groups, voluntary organisations, public sector agencies and local residents. Alongside room hire and facility management, Thenue Communities works with a range of partners to deliver community programmes, events and activities that respond to local needs, encourage participation and strengthen communities.

Our long-term aim is to ensure the financial sustainability of both centres while continuing to deliver our charitable objectives. This involves generating income through facility hire, securing external funding, developing partnerships and delivering high-quality services and activities that benefit our communities.

We are recruiting an Administration Officer on a six-month fixed-term contract to provide cover during an internal secondment. The successful candidate will play an important role in supporting the Centre Manager and wider team, with responsibilities including general administration, customer bookings, monitoring databases, KPI reporting, financial records and supporting community activities and events.

There is potential for the position to become permanent, depending on organisational requirements and the outcome of the current postholder's secondment. However, a permanent appointment cannot be guaranteed.

2. HOW TO APPLY

To apply, please download the information pack and application form on our Website and return completed applications to recruitment@thenuehousing.co.uk by the closing date of Wednesday 25 November 2026 at 12 noon. Please include the job title in your subject line.

Completed applications must be received by **12 noon on Wednesday 25 November 2026**.

Interviews will be held on **Wednesday 2 December 2026**.

Interview venue: Thenue's office at 423 London Road.

Thenue Communities is committed to equality of opportunity and welcomes applications from all suitably qualified candidates.

JOB DESCRIPTION

Role: **Administration Officer** (Thenue Communities)

Location/s:	**Calton Heritage & Learning Centre** 423 London Road Glasgow G40 1AG	**Netherholm Community Hall** 4 Holmbyre Terrace Glasgow G45 9PY

Reporting to: Centre Manager

Term: Six-month fixed-term contract (secondment cover); potential to become permanent, subject to organisational requirements and the outcome of the secondment. No guarantee of permanency.

Salary: £27,928
Hours: 35 hours per week

Job Purpose: To provide efficient administrative, monitoring, customer booking and facilities support to the Centre Manager and wider team across Thenue Communities.

MAIN DUTIES AND RESPONSIBILITIES

- To provide efficient and effective administrative support to the Centre Manager
- To maintain monitoring databases, accurately recording activities, attendance, participant information and outcomes in accordance with data protection requirements
- To collate, check and update KPI data and prepare accurate monitoring reports and management information for the Centre Manager and funders
- To maintain accurate budget spreadsheets recording spend against grants.
- To take minutes of meetings and implement appropriate admin tasks arising from those meetings
- To assist with preparation of marketing information
- To assist with the operation of social media sites and the company website
- To respond courteously and sensitively to customer enquiries and provide a high standard of service to facility users, partners and community members
- To administer customer bookings for both community facilities, including enquiries, room availability, confirmations and booking records
- To support the planning, administration and delivery of community events, activities and programmes
- To undertake reception and front-of-house duties, including welcoming visitors and supporting the day-to-day operation of the facilities and preparing rooms.

- To process and record credit card receipts and support invoice and financial administration in line with procedures
- To record, check and submit sessional staff hours and maintain associated records
- To undertake other duties commensurate with the post, as required to support Thenue Communities' operations and objectives.

3. General

- Undertake training and attend training events and briefings as required
- Any other tasks that might from time to time are required in line with the needs and objectives of the Association's business.

ADDITIONAL DUTIES AND RESPONSIBILITIES

- To ensure that all duties and responsibilities are discharged in accordance with Thenue Communities Health and Safety at Work and other work-related policies
- The post holder will comply with Thenue Communities equal opportunities policy and assist with its development and promotion within Thenue Communities, and amongst partner organisations
- The post holder will be expected to undertake additional duties and responsibilities that are commensurate with the grade of the post that may arise from time to time, as directed by the Centre Manager

THENUE COMMUNITIES

PERSON SPECIFICATION – ADMINISTRATION OFFICER

35 hours per week | Six-month fixed-term contract (secondment cover)

Criteria	Essential (E) Desirable (D)
Qualifications and experience	
Good standard of education, including literacy, numeracy and IT skills.	E
Experience in an administration or office-based role.	D
Experience working in a customer service environment.	E
Experience working in a community organisation or charity.	E
IT, monitoring and reporting	
Confident using Microsoft Word, Excel and Outlook.	E
Experience using databases and maintaining accurate records.	D
Ability to collate KPI information and prepare monitoring reports.	D
Experience using Upshot or similar monitoring software.	D
Understanding of confidentiality and data protection.	E
Finance and general administration	
Ability to maintain accurate spreadsheets and financial records.	E
Experience processing receipts, invoices or staff hours.	D
Ability to manage bookings, enquiries and routine administration.	D
Communication and organisation	
Good written and verbal communication skills.	E
Well organised, accurate and able to prioritise work and meet deadlines.	E
Able to work independently and as part of a small team.	E
Friendly, professional approach when dealing with customers and partners.	E
Events, facilities and other requirements	
Willingness to assist with community events, reception and room preparation.	E
Experience supporting events, social media or promotional activities.	E
Full, valid driving licence.	E
Access to own car for work-related travel.	D
Ability to work at both Calton and Netherholm, including occasional evenings or weekends.	E