

Job Description: Buildings, Reception & Facilities Coordinator 32.5hrs p/w

Organisation: South Northants Volunteer Bureau (SNVB)

Location: Riverside Centre, Islington Road, Towcester

Reports to: SNVB Management

About SNVB and Position Overview

SNVB is dedicated to supporting volunteering, community groups, and local projects across South Northamptonshire. The Buildings, Reception and Facilities Coordinator plays a crucial role in ensuring the charity remains a welcoming, safe, and well-organised environment, enabling staff and volunteers to deliver vital services to the community.

Core Responsibilities

- **Front-of-House & Volunteer Leadership:** Serve as the professional face of the Riverside Centre, managing the reception environment and all visitor enquiries. You will recruit, train, and supervise a team of volunteers to ensure consistent coverage and high customer service standards.
- **Facilities & Maintenance:** Take full ownership of building operations, including the coordination of repairs, management of external contractors, and oversight of the **buildings@** and **bookings@** accounts to ensure the Centre is optimised for community use.
- **Compliance, Safety & Strategy:** Act as the lead for Health, Safety, and Fire regulations, maintaining rigorous inspection records and safety policies. You will chair **Building User Group (BUG)** meetings and collaborate with SNVB management on long-term strategic planning and risk management.

Person Specification

Attribute	Requirement
Experience	Background in facilities coordination and front-of-house management.
Knowledge	Strong understanding of H&S legislation, fire safety, and building maintenance.
Skills	Exceptional communication, proactive problem-solving, and the ability to manage contractors.
Leadership	Ability to motivate and coordinate a diverse team of volunteers.
Attitude	Professional, community-minded, flexible and capable of taking ownership of the site.