Oxford City Council

Building a world class city for everyone

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OXFORD CITY COUNCIL

Career Opportunity

Role information

Job Title	**Community Centre Duty Officer**
iTrent Ref No.	**002912**
Position Type	**Permanent**
Hours	**37**
Grade and Salary	**G6: £38,275 per annum full time (pro rata for part time)**
Location	**Oxford and Community Centres**
What hybrid looks like in this role	**This is an operational role based within Community Centres with shift working on a rota. This includes evenings and weekend working. Working from home is not possible.**
Service Area	**Communities and Citizens' Services**
Responsible to	**Community Centres and Partnerships Assistant Manager**
Responsible for	**5 Direct Reports**
Assets	**None**
Budget	**None**
Rehabilitation of Offenders Act 1974	**Not Exempt**
Candidate Screening	**Basic Disclosure and BPSS**
Driving Licence	**Not required**
Political Restriction	**This post is not politically sensitive**

The Role

We are looking for an enthusiastic individual, with excellent people management skills, and a passion for making a difference to join our Community Centres team.

The role will be predominantly based at the newly developed East Oxford Community Centre but may also require working at our other Community Centres. Working on site you will cover a variety of tasks, including managing a team of Community Assistants, ensuring the facilities are kept safe and clean, supervising setting up or leading activities, dealing with enquiries and bookings and covering front of house reception. As a Community Centre Duty Officer, you will be the face of Oxford City Council at the Community Centre on a day-to-day basis, with a keen focus on delivering excellent customer service and a positive experience of the Centre for the community.

We are looking for candidates with experience of working in busy customer facing facilities, with an awareness of the operational duties required to provide a positive customer experience in a safe and clean environment. You should have the ability to manage a diverse workload and build positive relationships with people from a variety of backgrounds.

If you feel you have the relevant skills and experience and are passionate about developing thriving communities in Oxford, we want to hear from you.

For an informal discussion about the post please contact Emma Sage on 07591449840 or email esage@oxford.gov.uk

About us

Our ambitious leadership team and dedicated staff are working hard building a world class city for everyone. Oxford City Council has accelerated plans to build more affordable and council housing in the city. We provide services to help reduce inequality and improve the health and wellbeing of Oxford's residents and are taking a lead on reducing emissions and increasing biodiversity to become a net carbon neutral city of the future.

We are a supportive and collaborative bunch of people working towards shared goals, where new ideas and initiatives are valued. We strive to deliver service excellence, take accountability for our actions and communicate with honestly and respect. There has never been a more exciting time to join us! Help us to build successful places in which to live and work and build a fairer, greener city in which everyone can thrive.

We offer generous holiday of 29 days a year with an additional 4 days after 5 years' service and an excellent range of benefits including the Local Government Pension Scheme, payment of professional fees and subscriptions, Personal accident insurance, Travel loans, Travel to Work Discount Scheme, Eye care, Gym membership, Cycle to Work Scheme, Staff Offers Discount Scheme, an Employee Assistance Programme and discounts for Oxford attractions. You can find out more in our Candidate Pack.

In addition, we are committed to supporting career development opportunities and learning and development.

Role purpose

- Assist the Community Centres & Partnerships Assistant Manager in the development and promotion of a programmes of activities and events for the Centre to drive increased revenue and community participation levels
- Manage a team of Community Assistants and Cleaners to ensure the effective and efficient operation of the Community Centre
- Lead our Health & Safety culture across the facility
- Ensure the Centre is meeting the needs of the community through the provision of excellent customer service and diverse range of activities
- Deliver the day-to-day operations in line with systems and procedural requirements and expected quality standards
- Ensure the centre promotes a diverse and inclusive environment for everyone in the Community

Role responsibilities and main duties

People Management:

- Effectively manage the team of Community Assistants/Cleaners on duty in the delivery of the operations and excellent customer service; including appraisals, development, and performance management
- Assist in the recruitment of staff as required
- Support in driving a positive team culture, being pro-active, and taking personal responsibility
- Instil the Oxford City Council's behaviours in the team and everyday operations, including working as One Team
    - Inclusion and respect

- Service Excellence
- Stepping up and delivering
- Bringing innovation and continuous improvement

Health & Safety:

- Provide clear direction with regards to compliance with the relevant Health and Safety procedures and legislation
- Ensure the team are operating in-line with Health & Safety policies and procedures, and any issues are dealt with promptly
- Ensure safeguarding practices are in place and adhered to
- Oversight of incident and accident reporting, including completing incident and accident investigation reports
- Ensure all staff are trained and competent in all activities undertaken
- Support on the creation of and review of risk assessments, COSHH assessments, and Safe Systems of Work
- Act as key holder and ensure premises can be accessed during normal opening hours and are made secure at the end of each day

Operations:

- Manage and co-ordinate the day-to-day operational functions of the facility on a shift/rota basis, including providing the team with direction and support as required
- Provide cover within the Centre as necessary including on reception
- Lead on the management of venue bookings for events and activities, including overseeing the ongoing development of the Plinth booking management system
- Deal with customer enquiries and complaints via the centre's inbox and telephone, escalating issues to the Community Centres & Partnerships Assistant manager as required
- Supervise completion of the cleaning duties to ensure overall presentation of the Centre is to the required standard
- Oversee and assist with the setting up of events and activities in a timely manner and in line with the agreed work plan
- Promoting the centre and what's on, utilising social media platforms and other forms of communication

Partnership:

- Effectively build relationships with Community Centre Tenants and link with the Property and Assets team when required
- Build positive relationships with regular Community Groups and the wider local community utilising the centre

Finance:

- Monitoring monthly income, including card payments, invoicing, and online payments
- Completing orders and raising Purchase Orders
- Accurately undertake cash handling and reconciliation procedures and administrative duties, as required

Maintenance:

- Ensure the premises are well maintained, and any general repairs are reported
- Escalating maintenance issues as required

Other Duties:

- As part of the Centres management team lead or contribute to projects as required

The list of tasks as outlined is not exhaustive and you may be required to undertake these duties and other general duties at all Community Centres and the Town Hall locations, as are to be reasonably expected of a person with this level of responsibility.

Who we are looking for

Candidates will be shortlisted on the basis of demonstrating that they fulfil the following criteria that is listed to be 'Assessed at: Application' on their application form and should include clear examples of how they meet these criteria.

Each of the criteria below will be measured through, the application form, interview, test/exercise or documentation (eg a qualification document).

Essential Criteria	Assessment stage
Experience of working in a fast paced, high-profile front-line customer facing, community or leisure environment	Application; interview
Experience of managing an operational front line staff team, including staff development, recruitment, and performance management	Application; interview
Ability to deliver high-quality customer service	Application; interview
Working knowledge of Health and Safety legislation, including safeguarding and COSHH practices, and experience in updating/informing the business where applicable	Application; interview
Excellent communication skills both written and spoken	Application; interview; test
Ability to manage workload effectively, prioritising tasks and completing work to a high standard whilst multi-tasking	Application; interview
Excellent computer skills including word, excel and outlook to assist systems to operate the Community Centre	Application; interview; test
Ability to lead projects/activities and to set up and dismantle equipment such as tables and chairs and fitness/play equipment	Application; interview
Basic finance experience, such as cash handling and invoicing.	Application; interview

Desirable Criteria	Assessment stage
An understanding of how to effectively represent and promote the Centre to customers and the community	Application; interview
First Aid at Work Qualification	Application; document
Knowledge and understanding of Local Government Organisations	Application; interview
Recognised Health & Safety Qualification e.g. IOSH or NEBOSH	Application; document

Notes to applicants

In addition to the above criteria, Oxford City Council has developed and embedded a suite of values and behaviours. Full details of these can be found on our web page, under Working for Us. Please familiarise yourself with these values and behaviours. If you are invited for interview, you will be asked questions based on them. More information about working for the Council, our values and vision, is available on our website.

How to apply

Applications should be made via our online application system (no CVs please).
For further information and how to apply online, please visit www.oxford.gov.uk
If you are unable to access our website, please call 01865 252848.

Note: For roles that require a DBS Certificate (Enhanced and or Barred List check), candidates are required to supply their complete work history.
You will be notified of the outcome of your application either way. If you are selected for interview, you will be informed whether the interviews will be online or in-person. Please note, for hybrid roles the successful applicant will be expected to work from home. You should ensure that you have reliable and secure Wi-Fi access; a suitable workspace and are prepared to undertake distance learning and training.

Closing Date: **24 November 2026**

Late applications will not be processed

Interview Date(s): **08 December 2026 and 09 December 2026**

We are an equal opportunity employer:

We are striving to become a more inclusive employer and to represent the communities that we support. We have policies in place to ensure that every applicant and employee can flourish and succeed. Currently we are underrepresented in some areas and would particularly welcome applicants from ethnic and minority communities. All applicants will be given fair consideration for work and will not receive less favourable treatment on the grounds of any protected characteristic.

Our commitment to Safeguarding:

Oxford City Council is committed to safeguarding and promoting the welfare of children, young people and adults at risk and requires all staff and volunteers to demonstrate this commitment in every aspect of their work.

disability confident EMPLOYER

OXFORD LIVING WAGE

Stonewall DIVERSITY CHAMPION