



Community Officers

Part-time – London Living Wage

Will include evening and weekend working

THE AFRICA CENTRE

The Africa Centre is a charity that celebrates the diversity of Africa and its diaspora. We promote social cohesion, education, thought leadership, and innovation in art, culture, and entrepreneurship.

With a rich and proud history going back more than six decades, we are committed to advocating for Africa and its diaspora and serving as custodians of its cultural heritage in London and beyond. Our aim is to empower communities and cultural diversity and equality through our impactful programmes that address the needs and expectations of our diverse communities. We believe in working in collaboration, strategic partnerships to truly achieve a more equal, diverse and cohesive society.

The history of our organisation is inherently connected to the deeper history of Africa and its global diaspora. Our legacy includes an active role during the turbulent but nascent years of the continent's struggle for independence, the ensuing political discontent, and the displacement of dissident African intelligentsia. With time, we quickly became a home away from home for the African diaspora and a vital instrument for the multiple voices advocating for freedom and independence on the continent. We are proud of our role in bringing together notable politicians, writers, activists, academics, artists, and change drivers such as Nelson Mandela, Alice Walker, Lubaina Hamid, Sokari Douglas Camp, Ben Okri, and Jazzie B of Soul II Soul among many others, to discuss on and advocate for issues of vital importance to Africa its diaspora.

Today, we find ourselves at the heart of progressive conversations about Africa, inspired by the fresh consciousness of a new generation and the wisdom of seasoned pan-Africanists and champions of Africa. Our new home in Southwark will open in late Spring 2022.

THE ROLE – Community Officer

Purpose:

The experience we offer our visitors is essential to our success and we are committed to delivering the highest standard of service to our visitors throughout their time spent at The Africa Centre. This role will be focused on welcoming people into the Centre through being a pro-active presence. As part of a small team of staff and volunteers you will be responsible keeping the welcome area to a high standard and will be available to inform visitors about our work and process ticket sales, friend scheme applications, donations and sales of our merchandise. In addition, you will welcome visitors to the site who have hired space or are visiting a member of staff. You might also find yourself helping our programmes team deliver Africa Centre events.

This role will contribute towards developing a supportive working environment, and demonstrate a commitment to professionalism and respect, transparency and accountability and uphold quality standards as outlined in policies and procedures. The post holder will have a keen interest in Africa and its Diaspora, and enthusiastic support of the ethos and aspirations of The Africa Centre.

This a part-time role and will include evenings and weekends.

KEY RESPONSIBILITIES

- ✓ Provide comprehensive information to all Centre visitors and guests in a friendly and informative manner via telephone, email and face to face contact
- ✓ Process friend scheme applications, donations to the centre, ticket sales and bookings and merchandise sales (other sales processing may be added over time)
- ✓ Work with and support the wider TAC team, including Centre events such as music events and exhibitions and supporting hirers of our spaces

- ✓ Provide information and support on a range of enquiries including those relating to events happening at the Centre, the history of the Centre and its current and future programme. Be a positive representative of the Centre and record relevant conversations on the TAC CRM, ensuring relevant members of staff are notified
- ✓ Resolve all queries and requests in an efficient and friendly manner, referring on to and liaising with relevant TAC team members as required. If feedback including complaints are received ensure these are passed onto the correct member of the TAC team for response and/or investigation
- ✓ Working with the TAC security team to ensure the safety of visitors and guests on site

Show commitment, effective teamwork and communication by:

- ✓ Acting as a point of contact to external calls and emails, through the info@ mailboxes and sharing queries with the right staff members if needed
- ✓ Actively participating in team meetings
- ✓ Representing The Africa Centre in a positive manner, promoting our key messages
- ✓ Engaging with the charity’s activities and ensuring up to date knowledge and understanding of its work
- ✓ Ensuring cost-effectiveness in all areas of work
- ✓ Ensure all duties are carried out in accordance with departmental and company policies and procedures

Person Specification

Skills & Experience

- ✓ Relevant high quality customer service experience including providing a wide range of information to guests/ visitors
- ✓ Excellent interpersonal and communication skills. Able to demonstrate ability to deal with difficult situations, resolving conflict in a polite and courteous way.
- ✓ Excellent IT skills with ability to use Microsoft Office, databases (currently implementing Salesforce), emails effectively.
- ✓ Good organisational skills – the ability to manage the demands of a varied job while maintaining service standards across the range of functions
- ✓ Able to work effectively in a motivated team but also be able to be solution focused and self-motivating, to work on your own initiative and be accountable for your own work
- ✓ Ability to work in a multicultural organisation and commitment to ensuring equal opportunities throughout the organisation
- ✓ Reliable
- ✓ Commitment to continuous learning and professional development