

**Centre Administrator
Information Pack
2026**



**The Beehive Centre
Bristol & Anchor Almshouse Charity**



About Us

Bristol & Anchor Almshouse Charity is a long-established charity providing safe, secure, and affordable homes for people over 55 alongside a vibrant community Centre. We manage 22 almshouse units and The Beehive Community Centre, a fully accessible, community hub based in Whitehall, Bristol.

The Beehive Centre is a trusted and welcoming space supporting older and disabled people, families with young children, and people on low incomes. We aim to reduce isolation and loneliness and to support health, wellbeing, and connection through free or low-cost activities such as Lunch Club, Tai Chi, Seated Keep Fit, Table Tennis, Singing Circle, Computer Club, Line and Ballroom dancing, and more. Each week, around 300 people take part in our own activities. We also hire the centre to local community groups and organisations. The Centre activities are delivered by a small, dedicated team of staff and volunteers, and we are known for being inclusive, friendly, and deeply rooted in the local community.

The charity is entering an important phase of development, strengthening its financial resilience and long-term sustainability while protecting the services people rely on.

Joining us means contributing to an organisation with a strong social purpose, trusted relationships, and a clear commitment to good governance, accountability, and care.

About the Role

The Centre Administrator plays a vital role in the day-to-day running of the Beehive Centre and the wider charity. As a key public-facing member of the team, you will often be the first point of contact for visitors, residents, volunteers, and partners, helping to create the warm, inclusive, and welcoming environment the Beehive is known for.

This role combines customer service with practical administration, supporting the smooth day-to-day operation of the Beehive Centre and the charity's housing activities. You will manage enquiries in person, by phone, and online; support activities and room bookings; and help keep information, records, and office systems organised and up to date.

Working in a busy community setting, you will interact with a wide range of people. A calm, approachable manner and the ability to juggle competing priorities are essential. This role is ideal for someone who enjoys being at the heart of a community space and takes pride in helping things run well.

Where You Will Work

You will be based at the Beehive Community Centre on Stretford Road, Bristol, a busy, welcoming, and fully accessible community hub.

The Beehive Centre is an active space, with daily activities, visitors, volunteers, residents, and partners coming through the doors. Much of your work will take place at the front desk and in shared office space, where you will be a visible and approachable presence for people using the Centre.

You will work closely with the Chief Executive Officer, other staff members, and volunteers, and will have regular contact with Centre users, almshouse residents, delivery partners, and members of the public. This is a people-facing role, suited to someone who enjoys working in a lively community environment and being at the heart of a service.

As a small organisation, teamwork is central to how we operate. You will be part of a supportive staff team that works collaboratively to ensure the Centre runs smoothly, particularly during busy periods or when staff capacity is reduced.

Employee Benefits

We offer a supportive and flexible working environment alongside a benefits package designed to support wellbeing and work-life balance:

- Pension: 7.5% employer contribution (5% employee contribution)
 - Annual Leave: 21 days per year pro-rata, plus bank holidays
 - Bike to Work Scheme
 - Supportive Culture: Work within a small, friendly team with a strong commitment to inclusion, collaboration, and community impact
 - Meaningful Work: The opportunity to contribute to a charity that makes a real difference to people's lives
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Job Description – Centre Administrator

Job Title: Centre Administrator

Location: Beehive Centre, Stretford Road, Bristol

Hours: 18 hours per week (over 5 days, Monday to Friday)

Salary: £13.45 per hour (£26,227.50 FTE / £12,589.20 actual annual salary)

Reports to: Chief Executive Officer

Pension: 7.5% employer contribution (5% employee contribution)

Annual Leave: 21 days per year pro-rata plus bank holidays

Purpose of the Role

The Centre Administrator is responsible for providing friendly, efficient, and organised administrative support across the charity. This role supports the smooth running of the Beehive Centre and Housing operations by managing enquiries, coordinating information, supporting staff and volunteers, and ensuring the office operates effectively. It is a key public-facing role that helps maintain the welcoming environment for which the Centre is known.

Key Responsibilities

1. Front-of-House and Enquiries

- 1.1 Act as the first point of contact for visitors, residents, partners, and service users.
- 1.2 Respond to telephone, email, website, and in-person enquiries in a timely and helpful manner.
- 1.3 Maintain a friendly, inclusive approach for all Beehive Centre users.
- 1.4 Support participant sign-in, registration, and general customer service.
- 1.5 Handle cash and card payments for activities and refreshments
- 1.6 Signposting and providing information to visitors

2 Office and Administrative Support

- 2.1 Support with office systems, filing, databases, calendars, and records.**
- 2.2 Coordinate room bookings, confirm arrangements, and support invoices where required.**
- 2.3 Deal with daily petty cash and payment recording, assisting the Finance Officer with bookkeeping**
- 2.4 Assisting in the monitoring and evaluation of participation**
- 2.5 Support CEO and staff with day-to-day administrative tasks, including preparing documents, correspondence, and meeting papers.**
- 2.6 Assist with board and subcommittee administration (e.g., minute-taking when required).**
- 2.7 Maintain stationery, supplies, equipment, and office stock.**

3 Communications and Information

- 3.1 Prepare and update notices, information boards, and printed materials.**
- 3.2 Support website and social media updates (posting, ensuring information is current).**
- 3.3 Assist with e-newsletters, publicity, and communications as directed by the CEO.**

4 Operational Support

- 4.1 Assist with maintaining accurate records for housing enquiries, residents, and service users.**
- 4.2 Liaise with the Housing and Facilities Manager when maintenance issues or general requests arise from residents or centre users**
- 4.3 Support volunteers with their tasks when needed.**

Person Specification - Centre Administrator

Essential

- Experience in an administrative or customer service role.
- Excellent communication and interpersonal skills.
- Strong organisational and multitasking abilities.
- Confident with IT systems, email, and basic office software.
- Ability to work independently and as part of a small team.
- Friendly, calm, and welcoming approach.
- Flexible and adaptable, able to manage disruptions and refocus to complete tasks effectively
- Willingness to work flexibly and collaboratively as part of a small staff team, supporting colleagues when capacity is reduced
- Curious and proactive, with a desire to learn and improve ways of working.

Desirable

- Experience working in a community, charity, or housing environment.
 - Familiarity with scheduling, Microsoft Teams, social media and marketing
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Timetable and Recruitment Process

Recruitment Policy

Bristol & Anchor Almshouse Charity is an Equal Opportunities employer, and we actively encourage applications from all backgrounds and communities. We are keen to increase the diversity of our team, and welcome applications from people whose communities are currently under-represented – particularly people from global majority communities.

As part of our commitment to inclusion, all candidates who disclose that they are from those communities and meet the ‘essential’ criteria of the person specification will be invited to interview.

We will make reasonable adjustments to the interview process if you need something different or additional as part of the process – for example, if you have a disability, long-term health condition, or caring responsibilities. Please do let us know in the application form.

How to Apply

Deadline for applications:

12.00 noon, Monday 16th February 2026

Interviews:

Anticipated to take place week commencing Monday 2nd March 2006

Application Process:

Please complete our application form. We recommend that you read the job description and person specification thoroughly and use the application form to explain how your experience, skills, and knowledge make you the ideal candidate for this role.

Email your completed application to Amber Williams,
amber@thebeehivebristol.co.uk
