



## **Role Description:**

### **Centre Support Officer (Volunteer)**

**Organisation:** OUT North East

**Location:** ONE Centre, Unit 2B Stonehills, Pelaw, Gateshead, NE10 0HW.

**In-person, hybrid or remote role:** This is an **in-person role** based at the ONE Centre.

**Reports to:** Volunteer and Outreach Manager.

**Working with:** Centre Manager

**Time commitment:** Flexible. Minimum 8 hours per week preferred.

**Days:** Flexible, though volunteers will primarily be needed during weekdays, daytime hours, and occasionally evenings or weekends when events are taking place.

### **Who are OUT North East?**

OUT North East is a leading LGBTQ+ charity and community organisation in the North East of England focused on promoting equality, inclusion, wellbeing and community connection for LGBTQ+ people, their families, friends and allies through support services, events, advocacy and awareness-raising programmes. Based at the ONE Centre in Gateshead, it offers safe spaces, practical help, social activities and outreach work to reduce isolation and strengthen community ties. In addition to its core services, OUT North East organises the Summer of Pride festival series, which are free Pride celebrations and events delivered across Gateshead, Sunderland and South Tyneside. These are held over the summer period, bringing together diverse communities for family picnics, concerts, creative days, and other inclusive events that celebrate LGBTQ+ life and promote visibility and belonging.

The ONE Centre is the region's LGBTQI+ community hub, hosting support groups, training courses, conferences, meetings, exhibitions, community activities, and Pride Radio, welcoming hundreds of visitors every month.

### **Role purpose:**

The Centre Support Officer plays an important role in ensuring the ONE Centre is welcoming, well-presented and ready for the wide variety of activities that take place throughout the year. This practical, customer-facing role supports the day-to-day operation of the Centre by preparing rooms, welcoming visitors, assisting with events and conferences, maintaining refreshments, and helping create an environment where everyone feels safe and valued.

Working closely with staff and volunteers, the Centre Support Officer helps ensure that groups, training sessions, conferences, meetings and community activities run smoothly from start to finish. This role is ideal for someone who enjoys practical tasks, working with people, and being at the heart of a busy community centre.



### **Key responsibilities:**

- Prepare rooms for meetings, conferences, training sessions, workshops and community groups.
- Use our booking system to horizon scan for upcoming events at the centre.
- Set up and pack away tables, chairs and equipment according to room layouts.
- Help prepare rooms for external hirers and community organisations using the Centre.
- Replenish tea, coffee and refreshments throughout the day.
- Ensure kitchens, refreshments areas and meeting rooms remain clean, tidy and well-stocked.
- Welcome visitors, hirers and attendees to the ONE Centre and provide a friendly first point of contact.
- Direct visitors to the appropriate rooms, groups or members of staff.
- Support the delivery of events, conferences and activities taking place throughout the Centre.
- Assist with setting up exhibitions, displays and information materials where appropriate.
- Carry out regular checks to ensure public areas remain clean, welcoming and accessible.
- Report any maintenance, health and safety or safeguarding concerns to staff.
- Support staff with general day-to-day Centre activities as required.
- Assist with opening or closing rooms before and after activities where appropriate.
- Help maintain a positive, inclusive and welcoming atmosphere for everyone using the Centre.

### **What the role is not:**

- It is not a facilities management or maintenance role.
- It does not involve carrying out repairs or technical building work.
- It is not responsible for health and safety decision-making, although concerns should always be reported.
- It does not involve providing specialist advice or support services.

### **Skills and qualities needed:**

- Friendly, approachable and welcoming.
- Excellent customer service and interpersonal skills.
- Comfortable engaging with a wide range of people.
- Good organisational skills and attention to detail.
- Reliable, punctual and proactive.
- Able to work independently and as part of a team.
- Comfortable carrying out practical tasks throughout the day.
- Physically able to move and set up tables, chairs and other event equipment safely (manual handling training will be provided where appropriate).



- Calm under pressure and able to adapt to changing priorities.
- Committed to equality, diversity and inclusion.

Previous experience in hospitality, customer service, facilities, events or community venues is welcomed but not essential.

### **Support and training:**

Volunteers will receive:

- Induction and safeguarding training.
- Manual handling guidance and training where appropriate.
- Ongoing supervision and regular check-ins.
- Training in customer service and Centre procedures.
- Opportunities for further learning and development.

### **Impact of the role:**

Centre Support Officers help:

- Ensure the ONE Centre operates smoothly every day.
- Create welcoming, professional and inclusive spaces for LGBTQI+ communities and visitors.
- Support the successful delivery of conferences, training courses, meetings and community groups.
- Enhance visitors' experience of the ONE Centre.
- Enable staff, volunteers and community groups to focus on delivering high-quality activities.
- Strengthen the reputation of the ONE Centre as a welcoming and vibrant LGBTQI+ community hub.

### **Safeguarding and confidentiality:**

All volunteers must:

- Adhere to OUT North East safeguarding policies, as well as all other organisational policies and procedures.
- Respect confidentiality at all times.
- Complete any required training prior to starting, or during their time as a volunteer.