



WOLVES
LANE
CENTRE

WOOD GREEN, N22

SEPTEMBER 2026

RECRUITMENT PACK

CENTRE SUPPORT OFFICER



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- Job Title: Centre Support Officer
- Organisation: Wolves Lane Centre
- Reports to: Centre Facilities & Operations Manager
- Salary: £20,600 (32,000 FT)
- Location: Wolves Lane Centre, Wood Green, N22 5JD
- Hours: Part time, 3 Days per week (22.5 hrs per week)
- Contract: 24 month fixed term contract 20September 12
- Closing Date: October 2026, 23.59

ABOUT THE ROLE

The Centre Support Officer is a practical, flexible and people-focused role providing day-to-day administrative, operational and practical support across Wolves Lane Centre.

The role combines elements of administration, front-of-house support, event support and general centre assistance. The postholder will be someone who is happy to move between desk-based tasks and practical activities and who understands that, in a busy community centre, no two days are necessarily the same.

You will support the team with routine administration, communications, deliveries and collections, meeting and event preparation, keeping shared areas organised and assisting visitors and centre users.

The successful candidate will be organised, reliable, approachable and proactive. They will be comfortable taking instructions but also able to identify what needs doing and use their initiative.

They will be an important part of creating a Centre that is welcoming, well organised, safe, professional and enjoyable to use.

ABOUT WOLVES LANE CENTRE

Wolves Lane Centre is a former council-run plant nursery and community food growing site in the heart of North London. Today it is a multi-use horticultural centre where food growing, learning, enterprise and community life come together. The site is home to a range of growers, programmes, and partners, including Black Rootz, a Ubele project, grounded in social justice, food heritage, and growing practices from across the diaspora.

Our vision is of a thriving, community-rooted food growing and learning space where land, food and people are deeply connected, and where diverse and marginalised communities shape how food is grown, shared, and understood.

Our mission is to grow food using agroecological and ecologically responsible methods, to create accessible pathways into volunteering, learning and land-based work. Using food and growing as a tool for community wellbeing, skill building, and empowerment. We also act as a platform for collaboration between grassroots groups, growers, educators, and enterprises working towards fairer food systems.

ABOUT THE UBELE INITIATIVE

The Ubele Initiative was established in 2014 as an African Diaspora-led intergenerational social enterprise. In 2023 Ubele became a not-for-profit community interest company (CIC)

Our mission is helping to build more sustainable Black and racially minoritised communities across the UK. Over the past few years, we have designed and delivered a wide range of local, regional, national, and international initiatives which seek to create and build community wealth. We do this by pursuing the objectives in our strategy, for which we have recently undertaken a review.

Ubele supports community-led organisations and groups with their community assets (people, organisations, and physical space). We use social action, community enterprise development, participatory learning & skills development, and next-generation leadership initiatives.

You can find further information about us here: www.ubele.org

KEY RESPONSIBILITIES

Site Support

- Provide a warm, helpful and professional welcome to visitors, community members, businesses, hirers, partners and other site users.
- Act as an initial point of contact for visitors and direct enquiries appropriately.
- Help ensure shared areas, reception areas and meeting spaces are organised and presentable.
- Support the Facilities & Operations team with day-to-day checks and practical tasks.
- Assist with setting up and clearing down rooms and spaces for meetings, workshops and events.
- Support the smooth movement of people, equipment and materials around the site.
- Support the Hires & Events team with the practical delivery of events and venue hires.
- Assist with setting up spaces in accordance with event requirements.
- Welcome hirers and visitors and help them access the appropriate spaces and facilities.
- Assist with event materials, signage, refreshments, furniture and equipment.
- Support events with basic practical tasks before, during and after delivery.
- Help ensure spaces are left clean, tidy and ready for their next use.

Administration

- Provide day-to-day administrative support to the team.
- Support with filing, scanning, photocopying, printing and maintaining organised records.
- Assist with preparing documents, notices, information packs and materials for meetings and events..
- Support the preparation of meeting rooms and materials for staff, partner and stakeholder meetings.
- Work collaboratively with the Facilities & Operations Manager, Community Enterprise team and wider site staff.
- Provide practical support across the site according to priorities and operational needs.
- Work flexibly and positively in response to changing priorities.
- Take responsibility for completing allocated tasks to an appropriate standard and within agreed timescales.
- Communicate effectively with colleagues about progress, issues and competing priorities.
- Undertake other duties commensurate with the role and its purpose as required.

PERSON SPECIFICATION

Essential

Experience

- Some experience of working in an administrative, customer service, office, community, hospitality, events or similar environment.
- Experience of providing practical support and/or completing a range of tasks to support the smooth running of a workplace or organisation.
- Experience of dealing with members of the public, customers, visitors or colleagues in a helpful and professional manner.
- Experience of using basic office systems, including email, Microsoft Office or equivalent.
- Experience of working as part of a team.

Skills & Abilities

- Highly organised with good attention to detail.
- Reliable, punctual and willing to take responsibility for completing tasks.
- Good verbal and written communication skills.
- Friendly, approachable and confident when dealing with different people.
- Able to follow instructions and procedures accurately.
- Able to prioritise tasks and manage competing demands.
- Able to work independently when required and use initiative.
- Practical and willing to undertake hands-on tasks.
- Comfortable moving between administrative and practical responsibilities.
- Able to maintain confidentiality and handle information appropriately.
- Good basic IT and digital skills.

Personal Qualities

- Positive, helpful and proactive attitude.
- Flexible and willing to support wherever needed.
- Calm and adaptable in a busy environment.
- Comfortable working with people from different backgrounds and communities.
- Team-oriented and collaborative.
- Respectful, inclusive and community-minded.
- Willing to learn and develop new skills.

Desirable

- Experience working within a community centre, social enterprise, charity, CIC, cultural organisation or similar setting.
- Experience supporting events, venue hire or workshops.
- Experience handling deliveries, stock or supplies.
- Experience working in a multi-use building or busy public-facing environment.
- Knowledge of Wolves Lane Centre, OrganicLea, Ubele Initiative or community wealth-building.
- An interest in food growing, sustainability, community enterprise or environmental initiatives.
- Basic knowledge of health and safety, safeguarding or GDPR.

HOW TO APPLY

Please submit your CV and a supporting statement to recruitment@ubele.org. Applications close 12 October 2026, 23.59. Applicants must be legally eligible to work in the UK.

Once we receive your application you will be sent a link to our diversity form which assists us in measuring the diversity within our recruitment processes. This form is voluntary, anonymous and confidential, only accessible by our HR team. The answers you give are in no way linked to your application and cannot be traced to your name.

We can offer:

The Ubele Initiative fosters a caring intergenerational creative and flexible work environment that promotes collaboration, team wellbeing, respect, and professional development.

Ubele encourages professional development as a part of our culture and values. Ubele provides opportunities for training in mental health and first aid, collaboration, and mentorship. Ubele hosts away days, annual retreat, local and international courses, learning sessions and social events.

Support

- Access to Bright Wellbeing 24hr advice line and counselling service.
- Access to Health Assured App
- Access to Bright Safe Health & Safety management software and a variety of training courses.

The Ubele Initiative CIC is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. We particularly encourage applications from communities that have historically been excluded from philanthropy and from underrepresented groups including candidates who are LGBTQ+, from Black and racially-minoritised communities, with a disability, impairment, learning difference or long-term condition, with caring responsibilities, from different nations and regions, and from less advantaged socioeconomic backgrounds. Please notify us if you require any reasonable adjustments to be made to the recruitment process by sending an email to recruitment@ubele.org with your request.

The job description is a broad picture of the post at the time of preparation. It should not be seen as an exhaustive list of all possible duties and will be subject to review from time to time. The post holder may be required to undertake such other duties as may be required.

This vacancy may be closed early if sufficient applications have been submitted. It is our policy to review all applications within two weeks of the stated closing date. All candidates will be informed of the outcome of their application.

Thank you for your time and consideration and we look forward to receiving your application.



@ubeleinitiative
<https://ubele.org/>