NCA Trustees Meeting
24th February 2020 18:50 – 20:00

Present: Peter Montgomery, Jo Evans, Rory McNeile, Nikki Milican, Steve Palmer
Apologies: Jackie Holdstock, Doris Marcelo Sanchez, James Leigh

Agenda:
Bookings Coordinator Job Description discussion.

Discussion:
Out-of-hours contact and booking phone. Need to get a new contract. Main call issues are at weekends with queries (booking code, wifi code, etc). Aim to get new contract which will redirect to other phones, and have a rota for on-call, especially at weekends.

Peter/Kerrie reorganising website so bookings phone is no longer at the top of the page, and discourage use of the phone.

Working hours – Coordinator should determine working hours to suit the job, so hours should not be fixed.

Need to ensure the job description reflects the services to be provided, e.g. respond to booking requests within 3 days.

Discussion of self-employed contractor. The contractor should be able to sub-contract and must ensure that any sub-contractor is familiar with the tasks and building.

Job title – "bookings…" is too restrictive. Need to ensure this is more responsible, and gives incentive for the right person to develop the Centre to fulfil the NCA Purposes. Decided to revert to Centre Manager.

Discussion of the text. See partial amendments made during the meeting – further text changes are needed.

Discussion of payment rate: issues – self-employed contractor will have overheads. We should be ambitious about development of usage and community benefit. Noted that the Centre bookings income is healthy, and NCA is being encouraged to apply for a ECC Community Development grant for the next three years. Agreed that we should offer £15 per hour for 15 hours per week, with the aim of getting and motivating the right person.

Advertisement: Put on the website. Nikki will then circulate by Nextdoor, Facebook etc. Set a deadline for applications.

Actions: Finalise job description by next full Trustee meeting (9 March). Steve will put Job description on Onedrive and invite others to edit.