Job Title: Community Hub Host Apprenticeship

Salary: £18,023

Reports to: Regional Support Services Manager

Location: Central Hubs – Leicester/Birmingham
Home Counties Hub – Norwich
West London Hub - Acton

Who are we?

Shaw Trust is a progressive charity on an exciting journey to help five times more people over the next five years. For over 30 years we have supported disabled and disadvantaged people to make positive changes to their lives through training and employment, and our ambitious plans need the right people to help us transform many more lives, in many more ways.

What we do is exciting, fulfilling and diverse and it's about to get even better. As well as employment services, we work with kids in schools, help offenders in prisons, and empower people to take part in activities that many of us would take for granted.

Working with us gives you far more benefits than a standard package; it gives you the chance to help turn someone's life around.

What we need?

As an apprentice in the Support Services team, the post holder will be developed to support work within different parts of Customer Service, Reception and Administration in support of the Certificate in Customer Service (Level 2 or Level 3 depending on prior qualifications).

Main Duties and Responsibilities

Duties

1. Undertake telephone and reception duties, adhering to agreed standards.

2. Ensure all participants and visitors are welcomed and directed to the appropriate member of staff in a professional and efficient manner.

3. Ensure all participants receive a tour of the Hub when they arrive for their first appointment and are given a high level of customer service.

4. Maintain the security of the Hub including access to restricted areas and sources of data and information.

5. Manage the petty cash for the Hub alongside the Customer Support Office and Host.

6. Ensure that the presentation of the Hub is maintained to the highest standard at all times.

7. Undertake incoming and outgoing mail duties.

8. Support the Regional Support Services Manager by completing ad hoc tasks relating to the Hubs as required.

Other

1. To undertake any further training as identified in the Shaw Trust review procedures.

2. Ensure that safe working practices are followed in respect of COSHH and other Risk Assessment control measures.

3. Employees must comply with the provisions of 'The Health and Safety at Work Act 1974' and must take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts of omissions whilst at work. Employees are also required to co-operate with their employer to enable them to perform or comply with any statutory provisions. The Trust's efforts to promote a safe and healthy working environment can only succeed with the full co-operation of its employees.

4. To understand, comply with and promote Shaw Trust's safeguarding policy and procedures. It is the responsibility of all employees to make the working environment safe and secure for all. Everyone must adhere to the 5 Rs in relation to possible abuse: Recognition, Response, Reporting, Recording and Referral. The Trust can only ensure its dedication to the protection of vulnerable people with the full cooperation of its employees.

5. The Trust has an Equality and Diversity Policy and it is the responsibility of all staff to comply with this. The key responsibilities for staff under this Policy are set out in the Trust Code of Conduct.

6. To maintain the confidentiality about clients, staff and other Trust business. The work is of a confidential nature and information gained must not be communicated to other persons except in the recognised course of duty. The post holder must meet the requirements of the Data Protection Act at all times.

7. To maintain awareness of risk and to take personal responsibility for ensuring that the Trust is not unnecessarily exposed to risk. To report any issues or concerns relating to risk and the effectiveness of the Trust's risk management arrangements.

8. Be aware of, promote and implement Shaw Trust's Risk, Quality and Information Security Management Systems.

9. To report to line manager, or other appropriate person, in the event of awareness of bad practice.

10. Recycle and manage energy within your environment.

Person Specification

Job Title: Apprentice Host

(E = Essential D = Desirable)

SKILLS AND CORE COMPETENCIES
Technical competency (qualifications and training) • GCSE level English & Maths (C and above) • Able to work towards and achieve Level 2 or Level 3 Certificate in Customer Service
Skills and Attributes • Computer literate with a working knowledge of Outlook, Word and Excel **(E)** • Good organisation skills **(E)**
Personal qualities, communicating and relating to others • Enthusiastic and motivated individual **(E)** • Reliable and a good timekeeper **(E)** • Good interpersonal and communication skills (written and verbal) **(E)** • An interest in working in a customer service environment **(D)**
Safeguarding • Be able to display an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults. **(E)** • This post requires a DBS disclosure at a Basic Level **(E)**
Other • Have an understanding of and be able to demonstrate a commitment to Equal Opportunities and Diversity. **(E)**