

## **Job Description**

**Job Title: Criminal Justice Hub Coordinator**

**Reports to: Hub Manager**

**Grade Band: F**

**Location: Birmingham City Centre**

### **Purpose**

This is an important role within our CFO Activity Hubs acting as the first point of contact for all participants and visitors either in person or by phone. You will be responsible for setting an excellent first impression of Shaw Trust as well as welcoming participants and visitor in a friendly and professional manner. This role will ensure that all participants and visitors are not only made to feel very welcome but directed efficiently to the person or service they are looking for.

### **Main Duties and Responsibilities**

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 and its facilities when they arrive for their first appointment.
4. Be the main point of contact in the Hub for participants answering general questions and directing them to facilities or appropriate support as required.
5. Maintain the security of the Hub including access to restricted areas and sources of data and information.
6. Manage the petty cash for the Hub making and recording payments as appropriate.
7. Ensure that the presentation of the Hub is always maintained to the highest standard.
8. Liaise with the Marketing team to ensure that display boards are updated and any promotional material or information for participants is correct and up to date.
9. Undertake incoming and outgoing mail duties. Hub Activity Co-ordinator
10. Manage the ordering and distribution of stationery and consumables within the Hub following agreed procedures.
11. Support the senior managers by completing ad hoc tasks 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 or 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 a Diversity and Inclusion 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 in line with Shaw Trust's Strategic aim to adopt green approaches and become carbon neutral.

This job description is intended to provide a broad outline of the main duties and responsibilities only. The post holder will need to be flexible in developing the role in conjunction with the line manager. The post holder may be asked to carry out any other delegated duty or task that is in line with their post.

<p style="text-align: center;"><b>Person Specification</b></p> <p><b>Job Title: Criminal Justice Hub Coordinator</b> (E=Essential D=Desirable)</p>
<p><b>SKILLS AND CORE COMPETENCIES</b></p> <ul style="list-style-type: none"> <li>• Embraces change and drives continuous improvement (E)</li> <li>• People centred in a commercial framework, takes accountability for results (E) · Demonstrates a passion to further the charitable aims of the organisation and acts with integrity (E)</li> <li>• Collaborates and unites with others behind the organisations mission (E)</li> <li>• Provides a best in class service to all clients internal and external (E)</li> </ul>
<p><b>Technical competency (qualifications and training)</b></p> <ul style="list-style-type: none"> <li>• Minimum of 5 GCSEs or equivalent. (E)</li> </ul>
<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Relevant previous administrative experience, including use of MS Office Suite (Word, Excel, PowerPoint &amp; Outlook). (E)</li> <li>• Previous experience in a customer service role (D)Excellent interpersonal, communication and presentation skills (E)</li> </ul>
<p><b>Skills and Attributes</b></p> <ul style="list-style-type: none"> <li>• Excellent IT skills, including familiarity with Microsoft Office software and previous experience of working with databases.</li> <li>• Excellent verbal and written skills and ability to communicate concisely and effectively</li> <li>• Demonstrable experience of providing excellent customer service skills</li> </ul>
<p><b>Personal qualities, communicating and relating to others</b></p> <ul style="list-style-type: none"> <li>• Excellent interpersonal and communication skills</li> <li>• Good at building relationships with colleagues</li> <li>• Ability to take a problem solving approach to work tasks</li> <li>• Ability to work well as part of a team and independently when required</li> </ul>
<p><b>Safeguarding</b></p> <ul style="list-style-type: none"> <li>• Be able to display an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults. (E)</li> <li>• This post requires a Disclosure and Barring Service Check at a Basic Level (E)</li> </ul>
<p><b>Other</b></p> <ul style="list-style-type: none"> <li>• Have an understanding of and be able to demonstrate a commitment to Equal Opportunities and Diversity (E)</li> </ul>