

<b>Job:</b>	<b>Community Hub Host</b>
<b>Location:</b>	Birmingham/Leicester (Central) Norwich/South East location TBC (Home Counties) London
<b>Salary Range:</b>	Other            £20,073 - £25,073 South East     £21,077 – £26,077 London         £22,080 – £27,080
<b>Reports to:</b>	Regional Support Services Manager

### **What do we need?**

This is an important role within our Health and Wellbeing 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.

### **Are you right for the job?**

- Do you have an outgoing and friendly personality ?
- Are you professional with a high level of personal presentation ?
- Do you have the ability to build a friendly and professional rapport with people quickly ?
- Do you have good verbal and written communication skills
- Can you work well as part of a team and stay focused under pressure?
- Do you have the ability and passion to help people from a diverse range of backgrounds and abilities?

## **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 maintained to the highest standard at all times .
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 .
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 .

## **General**

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 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 participants, 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. Be aware of, promote and implement Shaw Trust's Quality and Information Security Management Systems.
8. To report to Line manager, or other appropriate person, in the event of awareness of bad practice.
9. Recycle and manage energy within your environment.

## Person Specification

### Job Title: Community Hub Host

(E = Essential D = Desirable)

<b>Competencies</b> <ul style="list-style-type: none"><li>• Embraces change and drives continuous improvement <b>(E)</b></li><li>• People centred in a commercial framework, takes accountability for results <b>(E)</b></li><li>• Demonstrates a passion to further the charitable aims of the organisation and acts with integrity <b>(E)</b></li><li>• Collaborates and unites with others behind the organisations mission <b>(E)</b></li><li>• Provides a best in class service to all clients internal and external <b>(E)</b></li></ul>
<b>Technical competency (qualifications and training)</b> <ul style="list-style-type: none"><li>• Minimum of 5 GCSEs or equivalent. <b>(E)</b></li><li>• Relevant previous administrative experience, including use of MS Office Suite (Word, Excel, Powerpoint &amp; Outlook). <b>(E)</b></li><li>• Previous experience in a customer service role <b>(D)</b></li></ul>
<b>Experience, Knowledge and Skills</b> <ul style="list-style-type: none"><li>• Excellent interpersonal, communication and presentation skills <b>(E)</b></li><li>• Ability to engage, and relate well to individuals from a diverse range of backgrounds and abilities <b>(E)</b></li><li>• Customer Service focussed <b>(E)</b></li><li>• Professional and efficient telephone manner. <b>(E)</b></li><li>• Dynamic, self-motivated with previous experience of prioritising tasks. <b>(E)</b></li><li>• Flexible approach and ability to cope with the varying demands of the role. <b>(E)</b></li><li>• Ability to act on own initiative <b>(E)</b></li><li>• Ability to work collaboratively as part of a team <b>(E)</b></li><li>• Positive attitude to disability and social inclusion with an understanding of related issues <b>(E)</b></li></ul>
<b>Safeguarding</b> <ul style="list-style-type: none"><li>• Displays an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults. <b>(E)</b></li><li>• Role requires a Disclosure and Barring Service check at Basic level. <b>(E)</b></li></ul>
<b>Other</b> <ul style="list-style-type: none"><li>• Have an understanding of and be able to demonstrate a commitment to Equal Opportunities and Diversity. <b>(E)</b></li><li>• Awareness of Health &amp; Safety issues. <b>(D)</b></li></ul>

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.