

## Job Description

<b>Job Title:</b>	<b>CFO Hub Host</b>
<b>Reports to:</b>	<b>CFO Hub Manager</b>
<b>Grade Band:</b>	<b>F</b>
<b>Location:</b>	<b>Luton Activity Hub</b>

### Purpose

The first point of contact for participants and visitors via phone or in person to our sites. The Hub Host will take a lead in site administration, including the presentation of the Hub and ensuring rooms are set up to reflect daily bookings / Hub schedule to support participants as well as colleagues.

### Main Duties and Responsibilities

1. Being the front of house and greeting/meeting participants on arrival (ensuring risk is checked and there are no issues/non-association) to maintain Hub security.
2. Booking in participants and Hub guests
3. Collating, booking, managing and coordinating the referrals into the Hub via the CFO Evolution mailbox, self-referrals, and telephone referrals.
4. Responsible for the reimbursement of participant travel and any other petty cash spends and associated compliance and processes. Reconciling petty cash weekly.
5. Collating feedback data through our feedback mechanisms – e.g., suggestion boxes, surveys and focus groups and contacting disengaged participants to source feedback.
6. Monitoring the CCTV and monitoring access to restricted areas.
7. The ordering/sourcing of course materials, stationery, tea/coffee and other consumables within the Hub.
8. Monitor Hub compliance against contract, Health and Safety, Safeguarding and Hub Culture Guidelines – e.g., relevant posters displayed, first aid kits accessible, equipment in good working order, fire equipment checks.

### 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 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 always meet the requirements of the Data Protection Act.
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.

<b>Person Specification</b> <b>Job Title: Hub Host – CFO Evolution</b> (E=Essential D=Desirable)
<b>Technical competency (qualifications and training)</b> <ul style="list-style-type: none"> <li>• Minimum of 5 GCSEs or equivalent (E)</li> </ul>
<b>Experience</b> <ul style="list-style-type: none"> <li>• Evidence of working in a customer focused environment (E)</li> <li>• Previous administrative experience (D)</li> <li>• Experience of using office systems, including telephone, e-mail etc. (E)</li> <li>• A positive attitude to disability, health problems and employment problems (E)</li> </ul>
<b>Skills and Core Competencies</b> <ul style="list-style-type: none"> <li>• Sound knowledge of computer systems, particularly databases, word processing and spreadsheet packages (Microsoft Office) (E)</li> <li>• Embraces change and drives continuous improvement (E)</li> <li>• People centred in a commercial framework, takes accountability for results (E)</li> <li>• 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> <li>• Ability to engage, and relate well to individuals from a diverse range of backgrounds and abilities (E)</li> <li>• Customer Service focussed (E)</li> <li>• Professional and efficient telephone manner (E)</li> <li>• Dynamic, self-motivated with previous experience of prioritising tasks (E)</li> <li>• Flexible approach and ability to cope with the varying demands of the role (E)</li> <li>• Ability to act on own initiative (E)</li> <li>• Ability to work collaboratively as part of a team (E)</li> <li>• Positive attitude to disability and social inclusion with an understanding of related issues (E)</li> <li>• Able to demonstrate an awareness of restorative justice with a commitment to the rehabilitative approach (D)</li> </ul>
<b>Personal qualities, communicating and relating to others</b> <ul style="list-style-type: none"> <li>• Good interpersonal and communication skills (E)</li> <li>• Ability to work as part of a team (E)</li> </ul>
<b>Safeguarding</b> <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>

## Other

- Understand and be able to demonstrate a commitment to Equality, Diversity and Inclusion (E)