

Job Description

Job Title:	Host
Reports to:	Restart Coach Team Leader
Location	Birmingham and Solihull

Purpose

Restart is an innovative programme, aimed at supporting individuals (participants) who are seeking employment, to help them to find work. The Host will be an integral part of our delivery sites, being the first point of contact for participants and visitors via phone or in person to our sites. The Host will take a lead in site administration and coordination activities and will be available to support participants and colleagues.

Main Duties and Responsibilities

1. Providing a high level of customer service, undertaking telephone and reception and administrative duties.
2. Help participants and visitors to the hub to feel welcome, and direct them 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 Communications and 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. Build good relationships with internal stakeholders to help support the smooth and effective running of hub operations, for example the Facilities team.
12. Report any building or maintenance issues to the Facilities team.
13. 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 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.

<p>Person Specification Job Title: Host (Restart) (E=Essential D=Desirable)</p>
<p>SKILLS AND CORE COMPETENCIES</p>
<p>Technical competency (qualifications and training)</p> <ul style="list-style-type: none"> NVQ Level 3 Customer Service or IAG (or equivalent) (D)
<p>Experience</p> <ul style="list-style-type: none"> Previous experience working in customer service, reception, or administrative roles (E) Demonstrable experience of successfully working to targets and objectives. (E) Previous experience within a busy contact centre environment. (D) Understanding of our customer group and the barriers that they may face. (D) Demonstrable experience of meeting performance targets. (D) Cash handling experience (D).
<p>Skills and Attributes</p> <ul style="list-style-type: none"> Good IT skills with experience of using databases and Microsoft Office programmes. (E) Excellent customer service skills (E) Professional and efficient telephone manner. (E) Understanding of data protection and information security. (D) Good organisational skills and time management. (E) Ability to negotiate and liaise at all levels. (E) Ability to problem solve and respond appropriately to a wide range of situations. (E) A flexible approach to coping with the varying demands of the role. (E) A motivational, flexible and problem-solving approach. (E)
<p>Personal qualities, communicating and relating to others</p> <ul style="list-style-type: none"> Excellent interpersonal, communication and customer service skills. (E) Commitment to providing a quality service to clients and colleagues. (E) Ability to work as part of a team and individually. (E) Self-motivated. (E)
<p>Safeguarding</p> <ul style="list-style-type: none"> 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 Disclosure and Barring Service Check at a (Basic) level (E)

Other

- Understand and be able to demonstrate a commitment to Equal Opportunities and Diversity (E)