

Job Description

Job Title: Community Hub Host

Reports to: Customer Support Team Leader

Salary: £23,400 - £29,025

Location: Birmingham City Centre

Purpose

The Work and Health Programme is an innovative programme, aimed at supporting individuals 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 email 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. 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. Ensure that the presentation of the Hub is maintained to the highest standard at all times.
7. Undertake incoming and outgoing mail duties.
8. Manage the ordering and distribution of stationery and consumables

within the Hub following agreed procedures.

9. Undertaking administrative tasks such as reporting for management and stakeholders

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 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.

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| <p>Person Specification</p> <p>Job Title: Community Hub Host</p> <p>(E=Essential D=Desirable)</p> |
| <p>SKILLS AND CORE COMPETENCIES</p> |
| <p>Technical competency (qualifications and training)</p> <ul style="list-style-type: none"> • Minimum of 5 GCSEs or equivalent. (E) • Relevant previous administrative experience, including use of MS Office Suite (Word, Excel, PowerPoint & Outlook). (E) • Previous experience in a customer service role (D) |
| <p>Experience</p> <ul style="list-style-type: none"> • Excellent interpersonal, communication and presentation skills (E) • Ability to engage, and relate well to individuals from a diverse range of backgrounds and abilities (E) • Customer Service focused (E) • Professional and efficient telephone manner. (E) • Dynamic, self-motivated with previous experience of prioritising tasks. (E) • Flexible approach and ability to cope with the varying demands of the role. (E) • Ability to act on own initiative (E) • Ability to work collaboratively as part of a team (E) • Positive attitude to disability and social inclusion with an understanding of related issues (E) |
| <p>Skills and Attributes</p> <ul style="list-style-type: none"> • Able to demonstrate a flexible approach to work (E) • Self-motivated with good organisational skills (E) • Team worker (E) • Excellent customer service skills (E) • Good interpersonal and communication skills (E) |
| <p>Personal qualities, communicating and relating to others</p> <ul style="list-style-type: none"> • Positive attitude to health problems and employment problems (D) • Flexible, adaptable and innovative (E) • Excellent interpersonal and communication skills (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 an enhanced level (E) |

Other

- Have an understanding of and be able to demonstrate a commitment to Equal Opportunities and Diversity. (E)