

Client Services Co-ordinator (Client Gardeners)

Job Description

Location:	Thrive London The role may involve occasional travel to other Thrive Centres and elsewhere to support delivery
Reports to:	Regional Centre Manager
Direct reports:	None
Hours:	21 hours / week (Mon – Weds)
Contract:	Permanent
Salary:	£26,215 (Pro-rata)

Main Purpose:

To support the recruitment, on boarding and progression of client gardeners across London programmes. To support the running of the Thrive London office and other Client Services functions.

Key responsibilities:

Client Co-ordination

- Respond to enquiries from prospective client gardeners and referrers providing information about Thrive programmes
- Manage the onboarding process including arranging and conducting meetings with prospective clients and completion of forms and arrangements
- Liaise sensitively with new clients, referrers or carers as required around their needs
- Work collaboratively with STH Practitioners and other Centre staff around sharing information and supporting clients to ensure they have a positive and welcoming experience
- Ensure that all client data is accurately recorded, maintained and updated in accordance with agreed systems and processes via the Beacon CRM
- Provide office support to deal with any client issues such as contacting agencies or family members
- Support the collection and recording of monitoring and evaluation data such as attendance, monthly metrics and annual feedback surveys
- Provide guidance to clients moving on from Thrive with onward progression opportunities such as training, employment and volunteering through maintaining productive relationships with local organisations able to offer work placements, training, job and volunteering opportunities for clients
- Develop and maintain relationships with local referrers and stakeholders promoting Thrive and London programs at external events and talks.

General office, financial and Client Services functions

- Monitor and respond to the Battersea mailbox and phone enquiries
- Support with plant sales and providing information about Thrive to visitors from the public
- Assist with data monitoring and recording for the Centre
- Ensure all sign in sheets are updated and general office procedures are implemented
- Support the Client Services team with welcoming new volunteers as needed
- Manage the petty cash and cash up tills and collection points from plant sales. Ensure that financial procedures are followed, and that financial information is prepared on time
- Ensure that appropriate stocks of uniforms, stationery, provisions and cleaning products are maintained and order items as needed following financial procedures
- Contribute to the running of the London Centre ensuring that premises are kept in a tidy condition and provide support as needed with enabling facilities contractors to complete contracted works
- Support the RCM in maintaining first aid supplies, carrying out fire alarm testing as part of Health and Safety monitoring.
- Support with office IT as needed
- Alongside other staff, organise and run open days and other events for the London Centre to promote Thrive service.

One Thrive

- Assist colleagues across Thrive with access to photographs and other information from the London Centre to support funding bids, funder reports, commissioners' reviews/audits, communications and campaigns
- Input to and support local events, representing Thrive to local stakeholders, including community groups, to increase awareness of and engagement with the charity

Person Specification

Area	Essential	Desirable
Knowledge and Skills	▪ Understanding of people living with a disability, disadvantage or vulnerability ▪ Excellent verbal and written communication skills ▪ Strong personal organisation and co-ordination skills ▪ Using a CRM (Customer Relationship Management) database. ▪ Competent IT skills especially data input ▪ Understanding of safeguarding	Understanding of Health & Safety in a work environment
Experience	▪ Previous administration experience ▪ Able to juggle sometimes competing priorities and meet deadlines ▪ Ability to follow a process ▪ Worked in a people facing role (any setting)	▪ Working with volunteers ▪ Working within the charity/public sector ▪ Experience working in a health or social care setting
Personal qualities	▪ Energetic and action orientated with a 'can-do' attitude ▪ Good interpersonal skills ▪ Resourceful and confident in using own initiative ▪ Ability to work without close supervision ▪ Highly organised ▪ Professional approach ▪ A cheerful team player, responsible and self-motivated, ▪ Flexible and non-judgemental approach to people and work ▪ Ability to deal with information in a confidential and sensitive manner	
Other	▪ Committed to the work of Thrive ▪ Willing to undertake some out of hours work	

Overview of Terms of Employment & Benefits

Salary: £26,215 (Pro-Rata)

Contract: Permanent

Location: Based at Thrive Reading in Beech Hill. The role will involve occasional travel to the Thrive Centres in London and Birmingham.

Working hours: a normal working week is 21hrs, Monday to Wednesday, between 8.30am-4.30pm (core hours 9am – 4pm) with flexibility of start and end times with prior agreement. Some flexibility of working hours may be required and given the nature of Thrive's services working on evenings or Saturdays and Sundays is occasionally undertaken, in which case days off in lieu may be granted.

Probationary period: there is a probationary period of 6 months for new employees, with reviews at 3 months and 6 months. Thrive may extend this period of probation if necessary.

Holidays: annual holiday entitlement is 25 days, rising to 27 days after 5 years, pro rata for part time employees. In addition to annual holiday entitlement, you are entitled to all statutory holidays and bank holidays, or if work is undertaken on those days you are entitled to straight days off in lieu.

Sickness absence: Full salary for the first 20 days; half salary for the next 20 days; subsequent absences at nil salary (apart from any SSP entitlement) until return to work.

Pension: you will be automatically enrolled into Thrive's contributory pension after 2 months employment. Thrive's contribution to the pension scheme is 4% of gross salary and you will be required to contribute a minimum of 4%.

Death in Service Benefit

Employee Assistance Programme: The EAP offers a range of services that are designed to offer you a happy and fulfilling life. This includes access to free counselling services and several information helplines.

Wisdom App: Offered as part of the EAP, this health and wellbeing app provides an enhanced set of proactive wellbeing tools and engaging features, designed to improve mental and physical health by using personal metrics to set goals and measure achievements. Other discounts and benefits are also available via bright exchange on the wisdom app.

To Apply:

Please send your CV and a written statement explaining how you meet the person specification and what you will bring to Thrive, to recruitment@thrive.org.uk To apply, please email recruitment with your CV and a written statement explaining how you meet the person specification and what you will bring to Thrive.

Closing date for applications: Friday 21st August

First Stage Interviews: W/C 24th August . Second Interviews will be scheduled for the following week.

recruitment@thrive.org.uk

To achieve our goal of engaging as many people as possible in 'gardening for health', we know that our employee team needs to better reflect and represent all our communities. Therefore, we particularly welcome applicants from a Black, Asian and Minority Ethnic background, and disabled people, as these groups are currently under-represented among Thrive's employees.

Thrive are a Disability Confident Employer and as such we are committed to the employment and career development of disabled people and will offer an interview to give you the opportunity to demonstrate your abilities at an interview, if you declare that you have a disability and meet the minimum criteria for the job.



By 'minimum criteria' we mean that you must provide us with evidence in your application which demonstrates that you generally meet the level of competence required for each competency as well as meeting any of the qualifications, skills or experience defined as essential.

Successful appointment to this post will be subject to satisfactory references and Disclosure & Barring Service checks. Thrive complies fully with the DBS Code of Practice. Having a criminal record will not necessarily prevent an individual from working for Thrive.

Charity No. 277570

Company No: 1415700