

JOB DESCRIPTION

Job Title:	Disability Services Business Support Officer
Salary:	£17,085 Pro-Rata (FTE 23,000)
Hours of work	Monday to Friday 4:30pm - 9:00pm and 2 Saturday per month (Except August) 8:00am - 5:00pm (with 1 hour break) Easter & Summer School Holidays: Tuesday to Friday 9:00am - 5:00pm (with 1 hour break)
Responsible to:	Disability Services Manager
Responsible for:	N/A
Job Purpose:	We are looking for a competent and reliable person to undertake a range of duties to ensure the safe and smooth running of the YMCA Sovereign Centre. You will be the Duty Officer; responsible building security and building related admin tasks. You will also cover reception and deal with general enquiries. A commitment to friendly, customer-focus service is essential.
Main Responsibilities:	<p>Duty Officer:</p> <ul style="list-style-type: none"> - Opening and closing of the Sovereign Centre, depending on shift, and ensure the safety of the area in adherence with YMCA procedures. - To ensure Health & Safety procedures are followed, i.e. fire evacuation, safety of facility users, assisting with any accidents that occur and giving first aid if needed. - To follow YMCA safeguarding policy to ensure that vulnerable adults and young people are properly protected. - Setting up/down rooms for hire including equipment, checking for damage and ensure it is safe to use. - Overseeing rooms and facilities, general tidying and ensure all areas are safe including storage and outside spaces. - Assisting with reception duties including taking payments for activities, answering visitor enquiries and promoting YMCA services. - Answering the telephone and deal with enquiries or forwarding on to appropriate Team. - Complete food safety and hygiene checks, maintaining records as required. - Fire warden duties - Dealing with any incidents whilst on duty and recording on My Concern. - Supporting Teams who run services in the centre - Act as concierge as necessary. <p>Building Administration:</p> <ul style="list-style-type: none"> - Identifying any maintenance needs and logging requests via Pyramid, progressing outstanding works and overseeing any works being undertaken when on site. - Maintain supplies of the centre's cleaning and household products by running efficient stock control and cost-effective purchasing of supplies. - Re-stocking and purchasing of first aid supplies, keeping all kits full and in date. - Supporting Hirers with enquiries, invoices, hold agreements and dealing with bookings.

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| | <ul style="list-style-type: none">- Maintain the Sovereign Centre calendar for all bookings.- Complete building inductions, maintain key presses and up to to date key holder list.- Ensuring DO pack, PEEP forms and building risk assessments are reviewed and kept up to date.- Create, fill and distribution of monthly DO rota for the centre.- Keeping Sovereign building paperwork and on-line folders safe, secure and up to date.- To support and promote all services which run from centre as required.- Attend and participate in relevant internal/external meetings and forums related to the CYP services activities.- Supporting the wider work of the Association including charity events.- Any other duties required within the grade and remuneration of the role.- We are committed to safeguarding and promoting the welfare of children and young people/vulnerable adults. This role will require an enhanced DBS disclosure (with barred children/vulnerable adults). We require you to understand and demonstrate this commitment and attend any required training. |
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PERSON SPECIFICATION: Disability Business Support Officer

		Essential	Desirable	How measured (application, assessment, certificates, interview)
Qualifications, Education & Training				
	First Aid (willingness to complete)	x		Application/certificates / Interview
	Basic H&S knowledge, including COSHH, manual handling	x		Application/certificates / Interview
	Safeguarding Adults and Children (willingness to complete)	x		Application/certificates / Interview
	Fire Warden		x	Application/certificates / Interview
	Food Safety & Hygiene		x	Application/certificates / Interview
	Crisis intervention training		x	Application/certificates / Interview
Experience				
	Experience of working in a customer facing environment	x		Application/Interview
	Experience of having building support role for a busy building or Community Centre	x		Application/Interview
	Experience of acting as a Duty Officer		x	Application/Interview
	Lived or work experience of working with children and Adults with disability or additional needs		x	Application/Interview
Abilities, Skills & Attitude				
	Knowledge and experience of Safeguarding Children and Adults at Risk legislation and practice	x		Application/Interview
	Excellent customer services skills	x		Application/Interview
	Proficient in IT packages including Microsoft 365 and Word.	x		Application/Interview
	Strong written and verbal communication skills	x		Application/Interview
	Being approachable and building rapport with Parent Carers whilst maintaining professional boundaries.	x		Application/Interview
	Ability to work independently	x		Application/Interview
	Demonstrate a positive attitude and lead by example	x		Application/Interview
	Ability to monitor and maintain safe working practices	x		Application/Interview
	Be able to remain calm in a crisis and handle difficult situations	x		Application/Interview
	Good organisation skills and record keeping	x		Application/Interview
Other requirements				

	Subject to a satisfactory Enhanced with Barring Children & Adults DBS disclosure	x		Application, DBS disclosure
	Commitment to the values, aims and mission of YMCA East Surrey	x		Application/Interview
	Understanding and commitment to equality, diversity and inclusion for staff, services users and stakeholders	x		Application/Interview
	Willingness to work flexible hours including evenings and weekends	x		Application/Interview
	Hold driving license and access to a vehicle		x	Application/Interview