**Client Support Adviser/Front of House in Bradford Centre- Job Description**

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| Location | | Bradford Centre |
| Post | | Client Support Adviser/Front of House |
| Salary | | £20,048 plus Pension 3% |
| Contract | | **Fixed term** contract until end February 2025 |
| Hours | | 37 hours per week |
| Annual Leave | | 27 days plus Statutory Bank Holidays Pro Rata |
| To work as part of the overall Cancer Support Yorkshire team, and work towards achieving the objectives and vision of the organisation through:   * Supporting, as part of a team, the continued delivery of services to clients in our Bradford Centre providing a welcoming and positive environment. | | |
| **Outline of Post** | | |
| 1 | Greeting visitors who arrive at the centre, making them feel welcome and being their first ‘port of call’ with a positive ‘can do’ attitude. Answering the telephone as first ‘port of call’ | |
| 2 | Hub housekeeping, including ensuring the area is tidy and always welcoming, providing refreshments for clients, classes/groups, and meetings. Provide visitors to the centre with information on the services and support available to clients and signposting where necessary | |
| 3 | Taking referrals from clients either in person, by telephone or electronically. | |
| 4 | Maintain client records including client database, client folders, Outlook diary and AIMS. Ensure compliance with GDPR legislation | |
| 5 | Booking transport for clients for hospital and centre appointments. | |
| 6 | Liaise with partners – statutory and non-statutory – to provide a seamless service to clients | |
| 7 | Administrative support with volunteer coordination (Recruitment and Induction) | |
| 8 | To ensure CSY services meet the needs of people affected by cancer across all communities. | |
| 9 | Key holder – share responsibility for opening and closing the centre at the end of the day ensuring the premises are secure. | |
| 10 | Have a positive, calm, and efficient attitude in order to support clients, volunteers and staff | |
| 11 | Attend and contribute to staff meetings and one to one supervision, and undertake training as necessary | |
| 12 | Any other tasks that may be reasonably asked of you by your manager. | |

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| **Requirements of the Post** | |
| 1. | Maintaining confidentiality at all times. |
| 2. | Undertake any training and development required by Cancer Support Yorkshire. |
| 3. | Maintain a working knowledge and work within all Cancer Support Yorkshires’ policies and procedures. |
| 4. | Participate in the annual performance review programme. |
| 5. | Ensure that all duties are carried out in line with appropriate Health and Safety legislation, guidance, and procedures at all times. |
| 6. | A commitment to the mission and vision of Cancer Support Yorkshire. |
| 7. | Demonstrate understanding and commitment to equal opportunities and diversity |
| 9. | Eligibility to work in the UK. |
| 10. | Complete an enhanced DBS check. |

**Person Specification – please use this person specification to support the completion of your application for this role.** It will used at the short listing and interview stage to decide how suitable each candidate is to take on the role. Cancer Support Yorkshire does not necessarily expect that each candidate will fulfil all the criteria listed in the Desirable column but any ‘gaps’ could form areas for development in the future. (D=desirable, E=essential, AF=application form, I=Interview

**EXPERIENCE**

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| Experience of working within a voluntary organisation/community setting | D | AF |
| Experience of supporting members of the public both face to face and over the telephone providing excellent customer care. | E | AF |
| Experience of juggling work priorities within a busy working environment | E | I |
| A good understanding and knowledge of business administration and organisation | E | AF/I |
| Experience of working with and supporting volunteers effectively | D | AF/I |

**SKILLS**

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| Excellent interpersonal and communication skills (both verbal and written) with a flair for and experience for customer service in what can be a demanding and emotionally charged situations. | E | AF/I |
| Good organisational skills, planning managing and monitoring own workload | E | I |
| Excellent verbal communication skills with the ability to communicate effectively at all levels | E | I |
| Ability to listen with empathy | E | I |
| Good technical literacy of Microsoft applications, including databases | E | AF |
| Good written communication skills with the ability to collate data for reports with an eye for detail and accuracy. | E | AF/I |
| Able to speak other languages pertinent to the demographics of Bradford and the surrounding areas | D | AF |

**KNOWLEDGE**

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| A knowledge of and commitment to working within a confidential environment in line with Data Protection and GDPR. | E | AF/I |
| An understanding and knowledge of wellbeing services | D | AF/I |
| An understanding of the issues around living well with cancer | D | I |
| Knowledge of the local community and health professionals to ensure effective signposting and information giving | D | AF/I |
| Good working knowledge of the Centre’s locality and local communities needs | D | AF/I |

**APPROACH**

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| Good interpersonal skills including listening and displaying empathy | E | I |
| Flexible and supportive approach to working with people affected by cancer | E | I |
| Passionate about the benefits of holistic health and wellbeing support | D | I |
| Able to build and maintain relationships whilst maintaining appropriate professional boundaries | E | AF/I |
| Have a solution focused and “can do” attitude | E | I |
| Ability to communicate at all levels, including clients, volunteers, staff, managers and Trustees | E | AF/I |

**CIRCUMSTANCES AND PERSONAL**

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| --- | --- | --- |
| Commitment to own continued development with a willingness to share best practice with colleagues and learn from others | E | I |