Ravenscliffe Community Association

Job Title	Customer Support Worker
Salary	£25, 583 Pro Rata
Location/Base	The Gateway Community Centre
Accountable to	Centre Manager
Hours of work	30 hours week

Job Description

Post: Customer Support Worker

The following information is provided to assist people applying to join Ravenscliffe Community Association (RCA) to understand the work content of the post and their role in the organisation.

- Although every endeavour has been made to outline the duties and responsibilities of the post, not every item can be specified in detail. The customary routines associated with the role are included.
- Employees should undertake other duties commensurate with the salary attached to the post.
- RCA is an Equal Opportunities employer and requires employees to be committed to its policies relating to equality of opportunity.

Objectives of the post

- As the first point of contact at The Gateway Community Centre, you will provide a welcoming, comprehensive and flexible reception service for staff, visitors and service delivery partners.
- The role will include processing information received by mail, telephone or email, meeting and greeting volunteers, centre users, parents and visitors.
- Ensure the reception area of the centre is pleasant and welcoming to visitors of the centre.
- Responsibility for coordinating room bookings ensuring the smooth running of activities within the Centre.
- Support the promotion of Gateway services, activities, events and facilities through social media, digital communications, marketing materials and community engagement activities, helping to increase awareness, participation and room bookings.

Supervision and guidance

- Responsible to the Centre Manager.

Responsibility for assets, materials etc.

- Responsible for maintaining and monitoring records of visitors and users of the centre.
- Responsible for maintaining security of confidential and sensitive information.
- Responsible for small amounts of cash handling.
- Responsible for maintaining marketing materials, publicity information and digital content relating to Gateway services and activities.

Range of duties

- To ensure the Gateway is a welcoming, responsive and efficient environment by providing reception support for the Gateway Community Centre, Bradford East Family Hub & Nursery
- To answer telephone calls and deal with client enquiries at all times adopting a good customer care approach.
- To work with other staff members to ensure that the Gateway day to day activities run smoothly.
- To take an active role in organisational development and implementation of Gateway services.
- To support community members with completing online registration and feedback forms, and maintain accurate, up-to-date records on our online registration platform using information from project monitoring records.
- To carry out a range of clerical duties, including word processing, databases, spreadsheets, emails and mailings.
- To handle small amounts of cash including donations and petty cash payments.
- To gather and maintain up to date information from partners about all Gateway services to pass onto centre users.
- To support the promotion of Gateway services, activities, projects and events through social media, website content, newsletters and other communication channels.
- To create, schedule and publish engaging content across the organisation's social media platforms.
- To monitor social media enquiries and respond or signpost enquiries appropriately.
- To assist with the development and distribution of promotional and marketing materials including posters, leaflets, digital content and event publicity.
- To gather photographs, case studies, impact stories and feedback ensuring appropriate consent and data protection requirements are followed.
- To support marketing campaigns that increase community participation, room bookings, volunteer recruitment, fundraising activities and awareness of Gateway services.
- To maintain community noticeboards, promotional displays and information points within the Centre.
- To assist in promoting partnership activities and community events delivered by the Gateway and partner organisations.
- To monitor engagement data from social media and communication activities and provide information to support organisational reporting and service development.
- To support the day-to-day administration and delivery of Foodsavers Pantry services, including responding to enquiries and maintaining service records.
- To maintain an up-to-date asset register, recording equipment and other organisational assets and reporting changes or discrepancies.
- To support the administration of Disclosure and Barring Service (DBS) checks for staff and volunteers, maintaining confidential records in line with organisational procedures and data protection requirements.
- To arrange training for staff and volunteers, share course information and maintain accurate records of training completed.
- To assist with preparing and submitting small grant applications, where appropriate; experience in this area is desirable.
- To arrange and issue ID badges for staff and volunteers and maintain associated records.

- To undertake fire warden duties following appropriate training and in accordance with the Centre's fire safety procedures.
- To coordinate room bookings, maintain booking records, communicate arrangements to hirers and staff, and help ensure rooms are ready for scheduled activities.
- Any other duties as deemed necessary to the post.