Reports to: Outreach Worker/Volunteer Supervisor

Direct Reports: Reception Volunteers

Salary:

Working Hours: 21 hours/week

Location: 28 Commercial Street, London E1 / 52 Old castle street, London E1 7AJ

Job Purpose:

The role will be responsible for the smooth running of the advice centre between 9am and 5pm on Monday to Friday. This will include providing a reception for people seeking advice, matching people seeking advice with an initial assessment volunteer and where it is clear that they are seeking advice that Toynbee Hall does not provide referring them to other agencies.

The role will be the public face of Toynbee Hall Wellbeing and Advice Centres at reception, on the telephone, and via digital and other means; will welcome all visitors in a warm, friendly and professional manner; and will deal with all customers, including service users, visitors, staff, volunteers, etc. in a customer focused and professional manner.

Responsibilities and Accountabilities:

**Advice Centre Co-ordination**

* Ensure that the reception is opened promptly at 9.45am and is covered between the hours of 9.45am and 4pm Monday to Friday, providing cover directly with support from volunteers.
* Setting up the IT for initial assessment volunteers and clients ahead of opening reception, shutting down and securely storing after reception closes.
* Manage and support reception volunteers, and maintain rota to ensure that there is a volunteer on reception between 9:45 – 1 and 1.45 – 4 Monday to Friday.
* Supporting people waiting to receive advice to prepare for their meeting by providing them with relevant forms.
* To answer the main switchboard and direct calls to appropriate departments as necessary, or ensure that this is being carried out effectively and professionally by other staff or volunteers.
* To monitor the FLAC and Advice voicemails, logging calls and where appropriate booking triage appointments, or returning calls to advise attending drop ins.
* Monitor additional mailboxes and distribute and respond to emails as appropriate
* Introducing new users accessing our services to an appropriate Initial Assessment volunteer.
* To collect and process information about who has attended the advice centre
* Ensure that all incoming mailand deliveries are checked in, sorted and distributed or collected by the recipient.
* Keep accurate records of parcels and ‘special delivery’ and ‘signed for’ posts to all departments and inform the recipients of their arrival.
* Scanning incoming post to people seeking advice’s file’s where appropriate.
* Maintain the reception area to a high standard, making sure that all information is up to date.
* Be fully aware of all activities taking place at Toynbee Hall on a daily basis.
* To follow Health and Safety procedures for the reception area at all times.

**Volunteers**

* To supervise volunteers on reception and encourage high levels of civility and customer service at all times.
* To supervise advice volunteers in effective triage and signposting

**General**

* To attend monthly supervision with…. Designated manager
* To undertake relevant training

Key Knowledge and Skills:

* Managing or working with volunteers
* Working with or in partnership with the Voluntary and Community Sector
* Experience of working in advice or triage
* Experience of developing administrative or information systems (preferably including databases)
* Experience of monitoring performance of volunteers and level of data recorded on case recording systems / assessment tools.
* Excellent IT skills
* Excellent knowledge and understanding of volunteering issues at an operational level including working with volunteer policies and procedures
* Understanding of and commitment to diversity in volunteering

Personal Qualities:

* Experience of working in a customer facing role.
* Experience of dealing with clients who have difficulty clearly communicating their issues.
* Experience of dealing with people of different ages and different ethnic backgrounds.
* Experience of working in a demanding environment.
* Experience of providing administrative support.
* Good working knowledge of Microsoft Office packages
* Ability to maintain records accurately and efficiently
* Ability to understand and convey information in a clear and accurate manner by telephone, in writing, by email and in person.
* Ability to work effectively as part of a team
* Excellent organisational skills
* Proactive attitude to work, using own initiative
* A flexible, can-do approach to work
* Good communication skills
* Commitment to Equal Opportunities
* A good command of a Bengali language or dialect would be desirable
* Commitment to Toynbee Hall’s values

**Learning and Development**

Toynbee Hall provides all necessary induction and project training where necessary, and encourages and, where possible, supports the upgrading of appropriate skills and qualifications as well as other learning and development opportunities. All employees will receive regular support and supervision to facilitate their learning and development.

**Volunteers**

Volunteers are at the heart of Toynbee Hall’s work .The organisation is committed to involving volunteers in its continuous development and to offering volunteers the best of experiences. All Toynbee Hall staff members will be expected to support the volunteering ethos and to work alongside the volunteer team to promote and facilitate the involvement of volunteers wherever appropriate.

**Monitoring and Evaluation**

Toynbee Hall takes an outcomes and theory-based approach to its self-evaluation and monitoring. This means that the organisation is committed to gathering evidence of its effectiveness, and to using this information to learn, improve and communicate. All Toynbee Hall staff members will be expected to support this approach and to take part where appropriate in monitoring and evaluation planning and practice.