

<b>JOB DESCRIPTION</b>	
<b>Title:</b>	Centre Host
<b>Reports to:</b>	Assistant Head of Community Enterprise
<p><b>General Overview</b></p> <p>The Centre Host will provide excellent standards of customer support and administrative skills to support the daily running of a busy community centre and phone support of the wider organisation.</p>	
<p><b>Workplace values</b></p> <p>The post holder will be expected to operate in line with our workplace values which are;</p> <ul style="list-style-type: none"> <li>• Value the Individual – Respect others, ourselves and the people we work with in all that we do</li> <li>• Giving of our best – Showing commitment in our work and to enable young people</li> <li>• Caring Deeply – Have a passion for the work we carry out</li> <li>• Providing Creative Solutions – Show innovation in the approaches we take in supporting young people</li> <li>• Communicate authentically and truthfully – Show openness in our dealings and approaches to people</li> </ul>	
<p><b>Duties and responsibilities</b></p> <p>To assist in the daily running of the building</p> <p>To exercise high levels of administrative skills including in person and electronic communications</p> <p>To work as part of a team offering an inclusive, flexible, community venue</p> <p>To act as the first point of contact for all guests and building tenants</p> <p>To act as the first point of contact for all calls and emails to the YMCA Dulverton Group during office hours and to re-direct as appropriate</p> <p>To provide administrative support to the Health and Wellbeing, Activities and Bookings teams</p> <p>To provide a professional, welcoming, caring space consistent with our values</p>	

**Person Specification**

**Skills, Experience & Qualifications**

- Attention to and eye for detail.
- Self-motivated, flexible and willing to adapt to changes and new pressures.
- Willingness to accept leadership and follow reasonable instruction.
- Ideally hospitality or customer service experience.
- An excellent telephone manner, and highly competent in ensuring customer satisfaction
- Good level of IT competency.
- Good standard of written and verbal English.
- Commitment to providing a high standard of customer service.
- Understanding that everyone is different and making sure everyone who uses our facilities and services are respected and given the best experience.
- A self-motivated individual who seeks to develop and improve through engagement in training.
- Excellent organisational and administration skills.
- Imaginative and creative in finding solutions.
- A team player with strong communication skills.
- Experienced in receipt and dissemination of confidential matters, ensuring that they are dealt with in a timely manner.
- A confident individual who is committed about providing opportunities to, and supporting people.

**TERMS AND CONDITIONS**

<b>Term:</b>	Permanent
<b>Salary:</b>	£19,380
<b>Hours:</b>	37.5 hours per week

**Hours of Work**

37.5 hours per week plus a ½ hour unpaid lunch break to be taken during any shift exceeding 6 hours. The role will include evenings, weekends and public holidays as required and therefore the ability to commit to these is essential. Working hours may be subject to review according to the needs of the service and future funding.

**Probationary Period**

The post holder will be subject to a 6 month probationary period. During this time an assessment of the post holder’s performance, duties and work patterns will be made. Following a satisfactory review at the end of the probationary period, the post holder will be confirmed in post.

**Paid Leave Entitlement**

5.6 weeks per year, plus statutory bank holidays. The line manager will arrange time off in lieu for bank holidays worked.