

Job Title: General Support/Advice Worker

Location: Bromley Office

Line Manager: Leo Mansell – Centre Manager

Job Aims:

deafPLUS are looking for an enthusiastic, well organised and methodical individual with good clerical experience who can carry out the duties below independently and support the Centre Manager and centre volunteers. This is a 'front of house' role so excellent people skills and communication qualifications (BSL Level 3 or equivalent) are also required

Terms and Conditions:

- This is a part time position 6 hours per week, (Wednesdays)
- Salary Scale 3: Point 517 - £19,761.21 pro rata (£6,408.48 actual)
- 25 days Annual Leave & 8 day Bank Holidays (pro-rata)

Main tasks:

1. To be the first point of contact for all enquiries; ensuring the helpdesk is covered during the day. Flexible times will be desirable.
2. To provide advice and information for clients and service providers in English and British Sign Language (BSL) and assign to the relevant internal service or refer to an external organisations if required.
3. To ensure all client information and statistical information is logged onto the Charitylog database and ensure all records and databases are accurate and kept up to date.
4. To assist the Centre Manager with the recruitment of new volunteers.
5. Assist volunteers with deafPLUS client support groups.
6. To develop, produce and report on feedback and other statistical information as required, ensuring that relevant deadlines are met.
7. To manage the allocation and hiring of office space for internal services and groups and external organisations, dealing with all enquiries and bookings.
8. To ensure that people hiring our facilities are fully aware of their responsibilities regarding fire and health and safety obligations; and the locking up procedure for out of office hours bookings.
9. To attend training courses, forums, and meetings relevant to the post.
10. To help out at fundraising and promotional events.
11. Undertake any other relevant duties as required by the Centre Manager.

General.

1. To share in agreed staff development policies by receiving regular supervision and annual appraisals
2. To develop an agreed personal training plan and carry this out using internal and external training as required.
3. To attend deafPLUS staff meetings and others as required.
4. To participate in fundraising activities when required.
5. To adhere to and promote deafPLUS's policies and standards, especially the Equal Opportunities, Health and Safety and Total Communication policies.
6. To support the Line Manager and other deafPLUS staff in achieving the aims of deafPLUS and carry out such other relevant duties as may be agreed.
7. To coordinate own Access to Work support when required.

Confidentially:

To respect the confidentiality of information relating to the work of the team, the work of deafPLUS and its clients and users.

Note:

The final interpretation of this job description rests with the CEO in consultation with the Head of Services and the jobholder. It will be reviewed in the course of supervision meeting and any amendments will be negotiated with the jobholder. The jobholder is also expected to share in other work with deafPLUS as time permits and by agreement with the Manager.

Signed (job holder):

Date:

Signed (CEO):

Date: