

YMCA CHELTENHAM JOB DESCRIPTION

Position Title:	Contact Centre Manager
Location:	OASIS Centre, Cassin Drive, Cheltenham
Reporting to:	Senior Manager - Children and Families
Hybrid Working Eligible:	Yes
Salary Band:	D
Hours Of Work:	37.5 hours per week to include weekend and evening work. Flexibility in hours and days are required.

JOB PURPOSE

The Contact Centre operates on weekdays and weekends, facilitating family time sessions for children with their family members. The Contact Centre Manager will be responsible for co-ordinating for the day-to day operations of the Contact Centre, providing essential and invaluable support for vulnerable families and children, helping them successfully navigate some of the most difficult and sensitive circumstances faced by any family.

The Contact Centre Manager will both deliver the Cheltenham YMCA Contact Centre Service and contribute to the development of this service into a county-wide provision for Gloucestershire.

The Contact Centre Manager will ensure Cheltenham YMCA Contact Centre is delivered safely for all parties, to the highest professional standards possible and within regulatory guidelines, while ensuring the Values of YMCA Cheltenham are upheld and reflected throughout Service.

KEY DUTIES & RESPONSIBILITIES

- To coordinate and ensure the running of the Cheltenham YMCA Contact Centre on a day-to-day basis.
- To maintain accurate and timely administrative records for the smooth running of the Contact Centre.
- To effectively manage, recruit, train and supervise staff and volunteers working for the Contact Centre as needed for the running of the service, supported by the YMCA Cheltenham HR Department.
- To act as a mentor for any students on placement and/or apprentices within the setting, working closely with the course provider to ensure the individual is able to meet course requirements.
- Have overall responsibility for bookings, ensuring adequate staff cover and where required supervise contact sessions. Ensure that reports are collated within 24 hours of completion and provided to parents in a timely manner.

- To manage referrals from beginning to end to include supervised contact, supported contact, social care, ICFA, private and public law referrals and to liaise with the Safeguarding Lead as necessary for referral assessment and acceptance of high-risk cases.
- Be responsible for the provision of ICFA, ensuring that KPI's are met for all cases. Attend regular meetings with the ICFA lead and provide data as required.
- Ensure that accurate records of bookings are maintained and shared with all staff, including any key information required by staff or volunteers on the day of service.
- Ensure all staff and volunteers are fully briefed with necessary information for the safe running of contact sessions.
- Ensure that pre-visits are completed for all new referrals to the Contact Centre.
- Ensure risk assessments are completed for all new referrals to the Contact Centre.
- Be responsible for accurate record keeping for all families using the Service, in line with relevant GDPR and NACCC guidelines.
- Ensure that accurate records are kept, and to support the YMCA Cheltenham Finance Department in the recovery of payment. Ensure that all monies are coded correctly.
- To take responsibility for the financial development of the service, and to work closely with the YMCA Finance Department and the Senior Manager to ensure the service is financially viable.
- With guidance from the Senior Manager Children & Families to develop the range of services the Contact Centre offers to support families in alignment with YMCA Cheltenham strategic objectives.
- To maintain files of each family attending the Contact Centre with accurate and timely information.
- Ensure that all enquires to the service are responded to within an agreed time frame.
- To produce monthly and quarterly monitoring forms for NACCC and funders as appropriate and within required timeframes.
- Be responsible for responding to any safeguarding concerns, ensuring that YMCA Cheltenham safeguarding protocols are followed, and that any relevant paperwork is completed and submitted to the YMCA Cheltenham Safeguarding Lead within 24 hours.
- Ensure that monthly payroll reporting is completed within the set deadlines.
- To respond to volunteer enquiries and manage volunteers by ensuring appropriate administration is completed and, where necessary, assist in the completion of their DBS application.
- Take responsibility for the investigation of any complaints and according to the YMCA Cheltenham Complaints Procedure, ensure responses are provided within set timescales.
- Ensure confidentiality and impartiality are maintained at all times.
- To take part in staff and other internal or external meetings as required, as well as report to Trustees when required.
- To be aware of the other activities that the wider charity runs and understand how these may fit in with Contact Centre Service.
- To promote the work of the Contact Centre by networking and attending relevant events.

- To develop and implement a Contact Centre Service Advisory Board and act as the link person between solicitors, magistrates, and the Contact Centre.
- To hold regular training events and meetings with staff and volunteers to maintain professional standards of excellence for the Contact Centre.
- To undertake any other tasks that may be considered necessary for the running of the Contact Centre.

CUSTOMER SERVICE

- Always provide high quality customer service, maintaining impartiality but professionalism when engaging with a variety of service users and external agencies.
- To support the organisation in pursuing an agenda of continuous improvement and achieving best practice in all aspects of service delivery and organisational function.
- To be aware of health and safety standards and to carry out visual and written risk assessments.

DEVELOPMENTAL AREAS

- Actively support the development of the Contact Centre in expanding provision and services within the current location and across Gloucestershire, as directed by your line manager.
- To help ensure the effectiveness and appropriateness of systems necessary to ensure the Contact Centre runs smoothly for parents and children, including in newly developed areas of service delivery.
- To ensure continued professional development to maintain awareness of professional standards, regulatory and/or statutory requirements placed upon the Contact Centre.
- To represent YMCA Cheltenham appropriately and professionally in all forums, meetings and negotiations as may be required by your line manager or to support the development and good standing of the Contact Centre Services.

PROFILE

ESSENTIAL

- RQF Level 4 in relevant subject, or willing to work towards this level of qualification.
- Demonstrable understanding of the context and needs of children and families requiring the services of a Contact Centre.
- Experience of working with families experiencing separation/conflict.
- Experience of working with volunteers in a community or semi-professional setting.
- Experience of supervisory/management responsibility for a staff team.
- Safeguarding knowledge and up-to-date training.
- Ability to work with tact and diplomacy and react sensitively and with emotional intelligence when dealing with complex, sensitive or confidential scenarios.

- Ability to work in a highly confidential way with the ability to apply judgement, common sense, problem solve and find practical solutions to difficult challenges.
- Ability to manage own workload with minimum supervision, to tight deadlines and to work well in a busy environment.
- Effective interpersonal and influencing skills with the ability to maintain good working relationships across a range of staff levels both internally and externally.
- Evidence of a good standard of literacy, numeracy and English language skills.
- Adaptable and able to handle people of all capabilities and attitudes.
- Ability to drive is essential.
- As a Manager of a YMCA Cheltenham service, you will be expected to support the Values, Mission and Purposes of the Charity.

ABOUT THE ORGANISATION

YMCA Cheltenham, founded in 1855, is a registered charity and has become a leading provider of supported housing for the most vulnerable in Cheltenham and Gloucester, alongside other works such as sports facilities, affordable housing and other charitable activities.

YMCA Cheltenham is an organisation founded on Christian principles and, as such, employees may encounter behaviours, artefacts or other elements particular to or representative of the Christian faith in their workplace.

Employees are not required to adhere to the Christian faith, nor any faith, and no such consideration is made by the organisation in employment choices nor in delivering its services – however, we do expect all employees to demonstrate the list of Values shown below while in the workplace.

ORGANISATIONAL VALUES

As an organisation founded up the Christian Faith, YMCA Cheltenham draws its Values from the Bible, principally as described in Micah 6:8. Our Values are therefore expressed as follows:

OUR VALUES

YMCA Cheltenham will **OPERATE** with Equity, Integrity, Openness and Honesty.
YMCA Cheltenham will **ENGAGE** with Empathy, Kindness, Generosity and Grace.
YMCA Cheltenham will **BE** Thoughtful, Discreet, Ethical and Respectful to all.

GENERAL

This job description provides an indication of the roles and responsibilities for the post of **Contact Centre Manager**. The job description should not be construed as an exhaustive list of the duties that the post holder may be asked to undertake.

The post holder will be expected to carry out any other duties which may be reasonably requested by your Line Manager.



YMCA Cheltenham is wholly committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. We expect all our staff and volunteers to share this commitment.