

YMCA CHELTENHAM- JOB DESCRIPTION

Position Title:	Contact Centre Bank Worker
Location:	OASIS Centre, Cassin Drive, Cheltenham
Reporting to:	Contact Centre Manager
Hybrid Working Eligible:	No
Salary Band:	YMCA Cheltenham BAND A
Hours Of Work:	Zero Hours

JOB PURPOSE

The Contact Centre Bank Worker will be working for the YMCA Cheltenham Contact Services to supervise the contact between a child and a parent they don't live with.

To be successful in this role, you should be organised, able to meet deadlines, be able to communicate effectively, be tactful and diplomatic, attentive to detail, have good problem-solving skills, and excellent interpersonal skills.

The Contact Centre Bank Worker will mainly be expected to work shifts that fall at the weekend, however some contact sessions may also be arranged during the week or in the evenings.

KEY DUTIES & RESPONSIBILITIES

Customer Service

- On arrival, support the designated manager on duty check for any messages related to the session and take action as directed.
- To facilitate any handovers that takes place between parents and children.
- To record arrival and departure times of each family.
- To check that no one leaves the building without your knowledge and that no child leaves the premises without your agreement.

Administration

- To write observation reports on the contact session and have these submitted to the Contact Centre email for review within 24 hours of the contact finishing.
- Be responsible for monitoring the contact between parents and children to make sure the guidelines for parents are followed, particularly with parents new to the centre.

Housekeeping

- Make sure the centre is set up with toys, games and refreshments.

Contact Centre Duties and Responsibilities

- Speak to the Contact Centre Manager with any concerns or uncertainties needing advice.
- To leave the centre rooms clean and set up for the next activity as required.
- To undertake training as required.

- To take on other roles as required for the safe and effective running of the Child Contact Centre.
- To ensure confidentiality and impartiality are maintained at all times.

The Organisation

- 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 ensure own professional development is appropriate to the role, and that any and all required training is taken and maintained as up to date as possible.
- Support other colleagues and actively contribute to the work of Family Space and YMCA Cheltenham in relation to the wider strategic objectives of the Charity.
- Attend appropriate meetings with relevant internal and external stakeholders as and when required.
- Support the Christian ethos of the Charity in all aspects of the work.

PROFILE

- Evidence of an excellent standard of literacy, numeracy, and English language skills.
- RQF Level 3 qualification in a relevant child related field (or a desire to achieve this qualification).
- Previous experience of working as a Contact Centre Assistant or with children and families is desirable.
- Ability to work with tact and diplomacy and react sensitively and with emotional intelligence when dealing with complex, sensitive or confidential scenarios.
- Able 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 and to tight deadlines.
- Adaptable and able to handle people of all capabilities and attitudes.
- Effective interpersonal and influencing skills.
- Ability to maintain good working relationships across a range of levels both internally and externally.
- As a member of the YMCA Cheltenham team, you will be expected to demonstrate the values, initiatives and cultures of the Service.

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 Bank Worker**. 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 the Contact Centre 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.