YMCA CHELTENHAM JOB DESCRIPTION

Position Title:	**Contact Centre Deputy Manager**
Location:	OASIS Centre, Cassin Drive, Cheltenham
Reporting to:	Contact Centre Manager
Hybrid Working Eligible:	No
Salary Band:	C (prorated according to employee's working hours).
Hours Of Work:	As stated on employee's contract

JOB PURPOSE

The Contact Centre Deputy Manager will be working with Cheltenham YMCA Contact Services to supervise the Family Time between children and parents they do not live with. The role will also provide administrative support to the Service under the leadership and direction of the Contact Centre Manager.

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

The role will require working weekends, initially every Saturday. This will involve, being the named person in charge (in the absence of the Manager), answering and responding to queries both on email, in person and on the phone for the day to day running of the sessions. This includes taking responsibility for safeguarding, first aid, accident reporting and the safety and wellbeing of all staff and users in the building.

KEY DUTIES & RESPONSIBILITIES

Deputy Manager Responsibilities

- Monitoring and managing invoices.
- Support new staff during induction and ensure required training is provided.
- Brief volunteers before each session and ensure that they are aware of their role on the day.
- Leading the centre/staff team in the absence of the manager
- Monitor staff training and ensure all staff are up to date with NACCC training.
- Plan and organise available sessions and staffing to ensure financial stability.
- Review and contribute towards centre policies.
- Complete the NACCC Co Ordinator training.

- Working closely with the manager (and colleagues within the organisation) to develop and expand the service.

Customer Service during Child Contact Sessions

- On arrival, check for any messages related to the session and act as necessary.
- To facilitate any handovers that take place between parents and children.
- To record arrival and departure times of each family and be aware of how many adults and children are in the building at any one time.
- To check that no one leaves the building without your knowledge and that no child leaves the premises without your agreement.
- To deal with any queries and concerns from parents/children during contact sessions.

Administration

- To support the Contact Centre Manager in any administration duties for the development or day-to-day running of the Service, as required to include, new referrals, ICFA, private law, public law and anything else required for the service to run effectively.
- Check contact reports and send these out to parents within 24 hours of receipt.
- Manage a caseload of ICFA cases under the supervision of the Contact Centre Manager.
- Complete weekly registers for contact sessions.
- Support the Contact Centre Manager to complete monthly payroll within set deadlines.
- Assist the Contact Centre Manager with ensuring adequate staffing for contact sessions.
- To write high-quality observation reports on the Contact Centre Session and have these submitted to the Contact Centre mailbox 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.
- Complete pre visits with new parents to the contact centre.
- Complete risk assessments for all new referrals to the contact centre.
- Keep accurate records of all correspondence with customers.
- Provide excellent administration support to the Contact Centre team.
- Provide excellent customer service to employees and the public by answering queries efficiently, ensuring phone calls are answered and responded to appropriately.
- Respond to emails and correspondence within 48 hours of receipt. For any requiring additional support refer to the Contact Centre Manager.

Housekeeping

- Ensure the centre is set up with toys, games and activities and that any volunteers are aware of fire safety, other Health & Safety or housekeeping procedures.

Contact Centre Duties and Responsibilities

- To contact the Contact Centre Manager with any immediate concerns needing advice, ensure full notes of the day to day running of the session are up to date, detailed and accurate so that they can be followed up without delay.

- To supervise Family Time sessions and provide observation reports of a high standard, displaying excellent literacy and a detailed, true and accurate reflection of the session.
- To ensure the centre rooms are clean and set up for the next activity as required.
- To undertake training as required for the role.
- To take on other roles as required for the safe and effective running of the Contact Centre.
- To ensure confidentiality and impartiality are maintained at all times.
- To report any safeguarding concerns immediately to the Contact Centre Manager and Safeguarding Lead and complete relevant paperwork within 24 hours.

YMCA

- To support the organisation in pursuing an agenda of excellence and continuous improvement by working to support best practice in all aspects of service delivery.
- Ensure the application, delivery and reporting of Key Performance Indicators is established by the Contact Centre Manager.
- 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 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 organisation 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 field. Working towards a Level 4 qualification is desirable.
- Previous experience of working as a Contact Centre Supervisor is desirable.
- Ability to work with tact and diplomacy and react sensitively, 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, to tight deadlines and to work well in a busy office environment.
- 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 staff levels both internally and externally.
- As a member of the Cheltenham YMCA team, you will be expected to demonstrate the values, initiatives and cultures of the organisation.
- Full, driving licence and ability to drive is essential.

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 Deputy 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 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.