# JOB DESCRIPTION

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| **POSITION TITLE:** | Contact Centre Supervisor and Administrator |
| **LOCATION:** | Oasis Centre |
| **RESPONSIBLE TO:** | Contact Centre Services Lead |
| **SALARY:** | YMCA Cheltenham BAND B |
| **HOURS OF WORK:** | As outlined in employee’s contract. |

## JOB PURPOSE

The Contact Centre Supervisor and Administrator will be working with Family Space Contact Services to supervise the contact between children and parents they don’t live with. The role will also provide administrative support to the Service under the leadership and direction of the Contact Centre Services Lead.

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 2 full Saturday’s a month by arrangement with the Contact Centre Services Lead. This will involve, being the named person in charge, 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**

## Customer Service during Contact

* On arrival, check for any messages related to the session and act as necessary.
* To facilitate any handovers that takes 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 Services Lead 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.
* To write observation reports on the Contact Centre Session and have these submitted to the Contact Centre Services Lead within 48 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.
* To complete pre visits with new parents to the contact centre.
* To 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 Services Lead.

## Housekeeping

## Ensure the centre is set up with toys, games and refreshments 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 Services Lead 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.
* Brief volunteers before each contact session and ensure that they are aware of their role on the day,
* To supervise contact sessions where needed and provide contact observation reports of a high standard, displaying excellent literacy and a detailed, true and accurate reflection of the session.
* To support the Contact Centre Services Lead to develop and grow the service and expand into wider geographical areas.
* To support the Contact Centre Services Lead to train and support other staff and volunteers.
* To ensure the centre rooms 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 Services Lead 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 Services Lead.
* 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 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 Family Space team, you will be expected to demonstrate the values, initiatives and cultures of the organisation.

## ABOUT THE ORGANISATION

# FAMILY SPACE

Family Space is a Christian organisation that works with families and which runs a programme of activities that provide individual support to families. Our main services are the provision of mum groups, befrienders, Stay-and-Play (with young mums), Playgroup, Contact Centre and holiday activities.

Family Space is unique in the way we build relationships with families allowing them to trust and be open with us, resulting in the organisation witnessing life-changing results for families they support~~.~~

The goals of Family Space are:

• To bring Good News to our community by being a practical expression of the love of God

• To work in the deprived area of West Cheltenham and beyond.

• To develop people's appreciation of themselves and their families giving a sense of hope.

• To encourage family relationships, especially between parents, carers, and children.

• To mobilise partner organisations and churches to serve the community.

• To provide spaces where parents and children can feel safe.

Family Space seeks to be

• Non-judgemental

• Bringers of hope

• Light in a dark place

• Loving to all

In April 2022, Family Space and YMCA Cheltenham came together to become one single charity.

## YMCA CHELTENHAM

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

Since 2014, YMCA Cheltenham has grown from having one supported housing project of 50 beds to being able to offer more than 250 beds every night, including long-term affordable accommodation, low to high level supported accommodation and emergency homeless provision.

YMCA Cheltenham is an organisation founded on Christian values and, as such, employees may encounter behaviours or vestiges particular to or representative of the Christian faith in the work-place.

Employees are not required to adhere to the Christian faith or any faith, and no such consideration is taken in to account by the organisation when making employment choices or in delivering its services.

# GENERAL

## This job description provides an indication of the roles and responsibilities for the post of Contact Centre Supervisor and Administrator. 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 Services Lead or Family Space Manager.

### **Family Space, with 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.**