



Front of House Officer Recruitment Pack

Closing date for applications Friday 7 June 2019

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Cambridge House

Front of House Officer

London Living Wage Salary £19,201 per annum

Cambridge House is looking for a full-time Front of House Officer to work Wednesdays to Sundays and provide our service users, visitors, staff and residents with an excellent front of house service. The role involves reception, key-holding and security responsibilities.

Cambridge House is a social action centre in Southwark tackling poverty and social exclusion across London. Founded in 1889, we provide intensive, specialist services that enable people in crisis to manage the challenges they face and progress towards stability and independence.

Candidates must be experienced, highly proactive, creative and enthusiastic individuals with exceptional communication skills. We are looking for someone who will enjoy interacting with the vibrant diversity of people who access empowerment services in our building.

We are very keen to ensure that our staff reflect the diverse nature of the community in which we work. Applications from disabled people, the LGBTQ+ communities and people from ethnic minority backgrounds are very warmly welcomed.

As a Disability Confident employer, we will generally offer an interview to any applicant that declares they have a disability and meets the minimum criteria for the job as defined by the person specification.

Welcome

I am delighted that you are considering joining the team at Cambridge House. This recruitment pack includes some information about this role and our organisation that I hope you will find useful.

Our vision

We pursue a vision of a society without poverty where all people are valued, treated equally and lead fulfilling and productive lives.

Our work

We provide services in Southwark and 15 other local authorities to more than 180,000 people each year. Our services include:

i) Social Justice Services

- **Safer Renting**

Specialist advice, support and advocacy for vulnerable tenants of criminal landlords.

- **Independent Advocacy**

Care Act, NHS Health Complaints, Mental Health (IMHA) Mental Capacity (IMCA) and independent professional and community advocacy for adults and children.

- **Law Centre**

Free, independent and expert legal services in housing, employment and welfare benefits. We also undertake public law challenges within welfare benefits and/or housing law issues.

ii) Education and Inclusion Services

- **Youth Empowerment**

Long-term, intensive and wrap-around schemes for excluded 16 to 25-year olds.

- **Disabled Peoples' Empowerment**

Arts, sports, life skills and wellbeing clubs for disabled children and adults.

iii) Our people's social action centre

We manage our building as a community hub that it is a focal point for local communities and civic activity, a home for voluntary and community organisations, and a space where local people and statutory agencies can come together to promote and bring about positive social change.

iv) Research and knowledge exchange projects

We organise activities that generate and collate evidence of what delivery strategies are most effective at tackling poverty and social exclusion at a local level and establish opportunities for evidence sharing and knowledge exchange.

The role of the Front of House Officer is critical to the smooth running of Cambridge House because it ensures:

- i) High quality front of house, reception and switchboard services are provided
- ii) External visitors and contractors are professionally and appropriately managed, supported and signposted
- iii) Organisational and visitor confidentiality is maintained
- iv) The effective administration of:
 - a) Security, safeguarding and health and safety procedures
 - b) Venue hires and room bookings
 - c) Incoming and outgoing mail and deliveries

We are very keen to ensure that our staff reflect the diverse nature of the community in which we work. Applications from disabled people, the LGBTQ+ communities and people from ethnic minority backgrounds are very warmly welcomed.

Working at Cambridge House is immensely rewarding. If you would like to be part of this very special organisation and believe that you can contribute to our business development, we welcome an application from you. For more information about Cambridge House, please visit our website www.ch1889.org.

Yours sincerely



Karin Woodley
Chief Executive

Job Title: Front of House Officer

Contract:	Permanent
Reports to:	Chief Executive
Location:	Cambridge House
Salary:	London living wage – 2019 rate: £10.55 per hour/£19,201 per annum
Working Hours:	35 hours per week - Wednesday to Sunday with week day shifts on a rota basis that will include some evenings
Location:	Cambridge House, 1 Addington Square, London SE5 0HF
Holiday:	30 days per year not including Bank Holidays
Special Conditions:	Enhanced DBS (formerly CRB) check To complete training as a fire marshal and or first aider

2. Job Purpose and Objectives

Cambridge House is a multipurpose social action centre that provides a range of social welfare, community development and venue hire services to a diverse range of people and organisations. The building is occupied by several different organisations and many visitors are vulnerable and/or in crisis. The position is customer facing and therefore requires a professional, friendly and inclusive attitude as well as tact, discretion, flexibility and empathy.

This role is critical to the smooth running of Cambridge House and ensures:

- i) High quality front of house, reception and switchboard services are provided
- ii) External visitors and contractors are professionally and appropriately managed, supported and signposted
- iii) Organisational and visitor confidentiality is maintained
- iv) The effective administration of:
 - d) Security, safeguarding and health and safety procedures
 - e) Venue hires and room bookings
 - f) Incoming and outgoing mail and deliveries
- v) Other Front of House Officers and Premises Officers are assisted and provided with cover during holidays and other absences.

3. Main Duties and Responsibilities

- i) Reception**
 - a) Responsible for weekend front of house and security.
 - b) Meet, greet and signpost visitors, announce them as appropriate and help them to find their way around the building.
 - c) Answer, forward and screen phone calls and messages.
 - d) Maintain a clean, safe and professional reception area and ensure documentation, signage and equipment is up-to-date, appropriate and well maintained.
 - e) Maintain up-to-date internal staff and organisational contact and telephone extension records.
 - f) Provide up-to-date corporate information about the work of Cambridge House to visitors.

- g) Provide absence cover for colleagues and assist the team in managing cover by being flexible when needed to meet the needs of activities being held at Cambridge House.
- h) Open and close the building as required.

ii) Administration

- a) Ensure signing-in and security pass procedures are followed so that visitors and staff are easily identified and security, confidentiality and safeguarding risks to organisations and visitors are minimised.
- b) Maintain accurate and comprehensive incident, repairs and maintenance and complaints systems and records.
- c) Post room functions, including:
 - Sorting and distributing incoming mail and deliveries
 - Sorting and franking outgoing mail and deliveries
 - Ensuring the franking machine is charged and maintained.
- d) Maintain office stationery and kitchen supplies, including:
 - Ordering new supplies to maintain agreed stock levels
 - Identifying the most cost-effective suppliers.
- e) Ensure the protection of Cambridge House information, by following all applicable data protection policies and procedures and by reporting suspected weaknesses in information security controls to the Director of Corporate Services.
- f) Provide administrative support to the Leadership Team, including reports on building use and incident, repairs, maintenance and complaints records as required.

iii) Venue hires and room bookings

- a) Assist the Development Team and the Premises Team with the administration and coordination of bookings and hires for groups, meetings, presentations, conferences, events and private functions for both internal and external clients of Cambridge House, including:
 - Responding promptly to telephone, written, online and in-person enquiries
 - Provision of information about space availability and capacity, fees, incidental charges, and booking conditions to internal and external clients
 - Preparation of written quotes and agreements and ensuring booking procedures are understood, signed by clients and filed appropriately
 - Maintaining comprehensive, clear and up-to-date details of internal and external bookings on the electronic booking system
 - Liaison with internal users, external clients and other members of the Development Team and Premises Team to ensure internal activities and external venue hires are effectively managed and supported
 - Accurately completing agreed financial and invoicing procedures
 - Providing recommendations on suitability of spaces for events

- b) Ensure events are professionally, safely and smoothly run by assisting Development Team and Premises Team colleagues, clients and contracted suppliers to:
 - Plan events effectively and obtain necessary risk assessments and insurance documentation in advance
 - Ensure that spaces, equipment, refreshments and associated materials are available and functioning properly
 - Set-up and take-down venue hire equipment and resources including AV equipment.

4. General Responsibilities

- a) Any other duties as allocated by the Chief Executive, including functional responsibilities and special projects.
- b) To attend staff and team meetings, participate in regular supervision and annual appraisals, and to be committed to own professional development.
- c) To comply with all of Cambridge House's policies and procedures.
- d) To work occasional unsociable hours including evenings and weekends.
- e) To carry out any other duties commensurate with the role.

This job description is provided as a guide to the role. It is not intended to be an exhaustive description of duties and responsibilities. It will be subject to periodic revision as the emphasis on and ways of working within the role changes.

Person specification	Essential	Desirable
Qualifications	<ol style="list-style-type: none"> 1. English and maths to at least GCSE level C or equivalent 	<ol style="list-style-type: none"> 1. Level 2 (NVQ) Diploma in Front of House Reception 2. Level 2 Certificate in hospitality and Catering principles (Front of House Reception) 3. Level 2 Certificate in Door Supervision 4. First aid and or fire marshalling
Knowledge	<ol style="list-style-type: none"> 1. Windows and Microsoft Office Suite (Word, Excel, Access, PowerPoint etc.) gained over a minimum of one year 2. Customer service procedures and policies gained over a minimum of one year 	<ol style="list-style-type: none"> 1. Basic knowledge of the requirements of the Health and Safety at work act 1974 2. Basic knowledge of data protection 3. Basic knowledge of Safeguarding
Skills, abilities and competencies	<ol style="list-style-type: none"> 1. Ability to multi-task in a fast-paced environment, set priorities, and to work both independently and in a team 2. Excellent written and verbal communications skills, demonstrating the ability to work effectively with a variety of people including other colleagues, young people, vulnerable customers, visiting and resident professionals and the public 3. Strong administration skills and attention to detail 4. Patience and diplomacy when working with a variety of client groups, including people who are distressed and or in crisis 5. Strong and inclusive interpersonal skills and an ability to create a positive and professional environment 6. Ability to share information and knowledge appropriately with team members 7. Ability to respond positively to new challenges 8. Ability to work flexible hours, including evenings and weekends 	<ol style="list-style-type: none"> 1. Additional languages 2. Telephone switchboard or a computerised reservations system
Experience	<ol style="list-style-type: none"> 1. A minimum of one year's customer service/reception front of house processes within an organisation 2. Liaising with clients, suppliers and other staff 3. Working in an inclusive, diverse and equal opportunities environment 4. Dealing with confidential and sensitive issues 	<ol style="list-style-type: none"> 1. Working in voluntary/public/health sector environments 2. Experience of working with vulnerable people 3. Complaints handling
Personal attributes	<ol style="list-style-type: none"> 1. Honesty, reliability and excellent time-keeping 2. Loyalty and a commitment to Cambridge House's work 3. Positive, enthusiastic and friendly attitude 4. Problem solving and 'can-do' approach 5. Listening skills 6. Flexible, motivated and adaptable to change 7. Discretion 8. Customer focused 9. An inclusive team player 	

How to Apply

1. A short evidenced-focused **Supporting Statement** of no more than two sides of A4 explaining why this appointment interests you and how you meet the essential criteria in the person specification.
2. Your **Curriculum Vitae** with:
 - i) Education and professional qualifications.
 - ii) Full employment history.
 - iii) Details of your latest remuneration and your notice period.
3. The names, positions, organisations and contact details of **two referees**:
 - i) Your referees must include employers and/or academic supervisors covering the last five years.
 - ii) References will only be taken once your express permission has been granted.
4. A completed **Equal Opportunities Monitoring Form**
 - i) The information provided will be treated as confidential and used for statistical purposes only.
 - ii) The form will not be treated as part of your application.
5. We request that you inform us if you will require any special provision because of a disability should you be called for interview.
6. Email, mobile, work and home telephone numbers, as well as any dates when you will not be available or might have difficulty with the interview timetable.

Recruitment Timetable	
Closing Date for applications	6pm, Friday 7 June 2019
Interviews	Thursday 13 and Friday 14 June 2019
The interview dates may be subject to change and candidates will be advised in advance should this happen	
Successful applicants will be asked to take up their appointments as soon as possible.	

Please email completed applications on or before 6pm on Friday 7 June 2019 to:
Jan O'Day: joday@ch1889.org

If you do not hear from us within 14 days of the closing date, please assume your application has been unsuccessful on this occasion.

Please note that we only provide feedback to shortlisted candidates.