



## Centre Welcome Team (Support Manager)



### Role Description & Person Specification

Job Title:	Centre Welcome Team (Support Manager)
Hours:	21 hours per week
Location:	Inspire Centre, 747 Stockport Road, Levenshulme, M19 3AR
Salary:	£17,500 (£10,500 pro rata)
Reporting to:	Centre Director / Other members of Centre Welcome Team
Responsible for:	Volunteers

#### **Purpose**

The Centre Welcome Team will be jointly responsible for ensuring activity organisers and all other centre users find the Inspire Centre to be a welcoming place where they can run and participate in activities which support the vision and values of the Inspire Partnership. The Support Manager team-member will have particular responsibility for offering information, advice, guidance and support to more vulnerable centre users.

#### **Main Activities**

##### *1. General Centre Welcome duties*

- Contribute to maintaining a friendly working environment for all staff and visitors, supporting and signposting more vulnerable centre users.
- Deal with all booking enquiries in a friendly, professional and timely manner including making sure that potential clients are shown around the facilities at Inspire.
- Provide room set up and 'at event' support, including on-the-day liaison with catering provision for all bookings – community and corporate.
- Greet visitors on arrival and direct them to the correct destination.
- Ensure records of staff, partners and visitors in and out of the centre are kept.
- Carry out basic risk assessments of activities and ensure that any necessary safety and security measures are adhered to.
- Provide administrative support, including handling telephone calls to the Centre Office and taking and relaying messages as required.

- Maintain a tidy reception area, with up to date display information.
- Managing a licensed bar for some events and activities.

## *2. Centre user support*

- Develop and oversee 'sign-posting' and information, advice and guidance provision, for customers seeking personal support.
- Work with regular centre users with particular needs to develop approaches to provide bespoke support as necessary.
- To lead on provision of emergency intervention as and when particular crises develop in the centre.
- To develop training and support for other staff members to be able to handle the needs of more vulnerable customers.

## *3. General duties*

- To proactively promote the values and principles of the Inspire Partnership amongst centre partners, volunteers and users and to develop practical ways to make Inspire values a reality.
- To maintain a well-ordered office, reception and information area and manage a well-ordered electronic filing system.

## **Other employment conditions**

This job is part of a team of three people who have a shared responsibility as a 'self-managed team' to ensure that the Inspire Centre is open for activities throughout the week and there is adequate staff cover in a similar fashion to a formal 'jobshare' arrangement.

This job will include some flexible working including evenings and weekends.

Inspire will provide relevant training opportunities for this role. You will receive regular line management and a performance review at least once each year.

You will be required to undergo a DBS check.

## Person Specification

### *Necessary skills and experience:*

- At least 1 years' experience in a people-facing service role
- Excellent interpersonal skills and ability to communicate with people from a range of backgrounds, including vulnerable people
- Experience of in providing information, advice and guidance to people seeking support including the use of 'outcome star' or other support methods
- Experience of handling difficult situations and/or offering crisis support
- Experience dealing with health and safety issues and the ability to carry out simple risk assessments
- Computer literate with e-mail and social media skills and experience using Microsoft Office and Google applications

### *Necessary attitude and disposition:*

- Strong understanding of and commitment to the Inspire Vision & Values
- Self-motivated, disciplined and demonstrating excellent time management
- Positive, outgoing and a team player

### *Desirable attributes:*

- A resident of Levenshulme or South Gorton
- Experience of line management of staff
- Experience of providing training on information, advice guidance and/or supporting vulnerable people
- Experience of working in or managing a similar community building
- Experience of carrying out environmental audits and making sustainability improvements to buildings