

Job Title **Planner/Admin/Customer Service (20/25 hours per week)**



Responsible to Senior Management Team – line manager tbc

Responsible for Volunteers and occasional students on placement

Salary £16,949 pro rata

Status/hours Hours to be agreed on appointment
Monday – Friday

Some flexibility may be required to work outside agreed hours to meet the needs of the business ie staff meetings, training, sickness and holiday cover etc.

Accountability Cash handling in liaison with the Finance and the Administration teams.

Record keeping, data entries into booking and planning software in line with the new General Data Protection Regulation (GDPR).

Main Purpose of the post:

To work as part of a team to ensure professional, effective day-to-day planning and administration of all John Storer Charnwood bookings and provide high levels of customer service in co-operation with management, other administration/accounts staff and volunteers.

1 Customer service

- Provide daily customer service support including:
 - Receiving, making and distributing incoming telephone calls, including taking accurate messages as required
 - Face to face contact with customers, hirers, external agencies, passengers, volunteers and paid drivers to ensure that services operates efficiently
 - Clear signposting for customers and visitors

- Being proactive to ensure current user and hirers' needs are fully met to maximise customer retention
 - take, plan and confirm bookings
 - maintain records
 - input data
 - record and plan services and bookings
 - reschedule services and bookings where necessary
- Use all opportunities to raise awareness and promote the services of John Storer Charnwood. Expand and develop the customer databases as required. Maintain good external relations by excellent, positive and friendly customer service.

2 Planning & Administration

- Ensure the smooth running of all booking enquiries from initial booking to completion of the booking
- Provide support for drivers and service/building users and hirers as necessary
- Use database systems to plan, organise and monitor use to provide management reports for the Senior Management Team
- To provide general IT and administrative support for the Senior Management Team
- General office duties including;
 - Taking accurate messages and acting on them
 - Photocopying documents
 - Filing, storage, archiving and retrieval of documents
 - Shredding and confidential waste disposal
 - Inputting data, which would include the use of databases and Microsoft Office software
 - Using planning and booking software
 - Assisting with event planning and attending events
 - Support and administration of JSC Membership
 - Preparing and sending out invoices
 - Purchase stationery supplies
 - Preparing room layout and refreshments for hirers

3 Accounts tasks in liaison with Senior Management

Act as a cashier in terms of daily cash takings and cheques and ensure they are correctly entered into the main office till.

Cash handling and checking details of sales and purchases.
Producing invoices and monitoring expense payments for accounts.
Preparing floats and balancing tills.
Taking card payments in person and by phone.

4 Marketing & PR

Assist with Social Media, mailshots and promotional materials for JSC. Promoting services through website, social media and face to face.

5 Volunteers

Make more and better use of volunteers across all services and assist to ensure a single team approach. Provide good induction and on-going support to all volunteers.

6 Data Protection

Ensure that all actions comply with both external and internal data protection and confidentiality laws and policies.

7 Flexible staff co-operation

It will be necessary to work flexibly to help cover during holidays and sickness; attend staff meetings; training sessions (mandatory, job specific and personal development training including safeguarding, health and safety, food safety, first aid etc). Attend external training as and when required.

8 Other Reasonable Duties

To carry out any other reasonable duties and responsibilities within the overall function, commensurate with the grading and level of responsibilities of the post, including First Aid and driving fleet vehicles.

PERSON SPECIFICATION

Requirements How measured
 E = Essential A = Application
 D = Desirable I = Interview
 T = Test

| Description | E or D | How |
|---|--------|-----|
| Knowledge and Skills | | |
| 2-years' customer service and administration experience | E | AI |
| Information and Communications Technology (ICT) skills, demonstrate use of Microsoft Office | E | AIT |
| Demonstrate high level of written and verbal communication skills | E | AIT |
| Demonstrate accuracy, attention to detail and to be a completer of tasks | E | AIT |
| Experience of managing or working with volunteers | D | AI |
| Demonstrate ability to plan, organise, and monitor activities using appropriate information systems and tools | E | AIT |
| Knowledge of the Voluntary and Community Sector (ideally in Charnwood) – demonstrate an understanding of, and beliefs in the values and principles, using these in delivering services and activities | D | AI |
| Ability to manage work load and prioritise task effectively | E | AI |
| Able to work reliably and responsibly as a team | E | AI |
| Experience of cash handling and ability to follow financial procedures | E | AI |
| Demonstrate ability to problem solve and provide effective solutions | E | AIT |
| Experience of dealing with people from a diverse community | D | AI |
| Experience of working in a customer service environment | D | AI |
| Driving licence and willingness to transport and assist passengers | D | AI |

Other requirements

All staff employed by John Storer Charnwood will:

- Safeguard adults and children and implement the Duty of Care to all service users and the public
- Agree with the organisation's values and ensure they are complied with at all times
- Demonstrate understanding and belief in Voluntary and Community Sector values
- Implement best practice in relation to Equalities and Diversity, so that all people and communities in Charnwood are included in our services and treated justly
- Comply with all rules on Health and Safety and ensure all legal requirements are adhered to

The person appointed to this post may also:-

- Require DBS clearance
- Be required for occasional evening and weekend meetings and events – E

This job description does not form part of your contract of employment. It is intended as a general indication of the responsibilities of the post and will be regularly reviewed and updated accordingly to ensure it remains relevant to changing circumstances.