



Job Title	Visitor Support
<b>Reports to</b>	Faye Perrottet (Activity Coordinator)
<b>Business Function</b>	Service Team
<b>Business Operation</b>	Thomley (Registered as Thomley Hall Centre)
<b>Location</b>	Worminghall
<b>Number of direct reports</b>	0
<b>Hours of Work</b>	Monday – Sunday, with flexibility and hours to suit the service as agreed with Operations Manager
<b>Contract</b>	Permanent

### **Purpose of Thomley**

- Provision of facilities and support services for disabled people of any age and impairment with the object of improving their conditions of life;
- Protecting the health of those caring for people with physical, learning or sensory impairments through advice and short break support; and
- Developing awareness and understanding of disability amongst non-disabled peers and the wider community.

### **What we do**

- Disabled people don't have the same opportunities as their non-disabled peers to engage in activities that help them develop life skills. They miss essential experiences their non-disabled peers may take for granted. Thomley has the skills, experience and expertise to provide a wide range of physical and creative activities to address this imbalance. Each day is structured around specific groups and themes, where we offer specialised programmes for pre-school children, teenagers, adults, families, schools, respite groups and the wider community.
- Thomley is committed to a policy of equal opportunities. A copy of our policy is available on request.

### **Purpose of the role:**

The Visitor Support role will be responsible for:

- Welcoming and supporting all visitors to Thomley;
- Showing new visitors the centre, explaining relevant health and safety procedures, advising on enrolment and booking procedures and entering their details on our CRM database;
- Providing administration support to the Service/Fundraising Team.

## **Essence of the role:**

The role is primarily designed to support:

- The day to day running of the Centre;
- Visitors before, during and after their visit;
- Donors and funders from the Community.

## **Essential Skills and Knowledge for the role**

### **Overview**

Full understanding of:

- Administration and digital applications;
- Thomley's policies, procedures and risk assessments and contribution to their improvement as necessary. Be capable of confidently explaining these to all visitors to ensure the safe use of the centre and its equipment;
- Emergency procedures and be capable of confidently explaining them to all visitors;
- The legal obligations towards safeguarding vulnerable children and adults.

## **Accountabilities and Responsibilities**

### **Key Accountabilities**

#### **Accountable for:**

- High level of friendly, efficient and effective customer service, before, during and after a visit;
- Tidy and professional reception area;
- Database entry incorporating bookings;
- Admin support for the Service/Fundraising Team.

### **Key Responsibilities**

#### **Responsible for:**

- Welcoming all visitors and providing centre tours to new visitors and dealing with their enrolment forms;
- Responding to all visitor enquiries in a timely fashion;
- Handling all other enquiries in a timely and appropriate fashion;
- Administration of cash and payments;
- Administration support to the Service/Fundraising Team .
- Ensuring marketing communications around the site convey our value proposition, are appropriate and up to date.

## **Person Specification: Technical Skills and Experience**

<b>Essential</b>	<b>Desirable</b>
<ul style="list-style-type: none"><li>• Working in a team.</li><li>• Engagement with the public.</li><li>• Cash/card handling.</li><li>• Competent and professional verbal, written skills.</li><li>• ICT specifically Microsoft Office and CRM and Social Media platforms.</li><li>• Clear DBS check prior to commencement.</li></ul>	<ul style="list-style-type: none"><li>• Previous involvement in working with disabled people and an understanding of their needs.</li><li>• Experience of:<ul style="list-style-type: none"><li>• Reception work and/or in Administration/ Customer Care</li><li>• Family support</li><li>• Community Fundraising</li><li>• A sales environment</li><li>• Marketing communications</li><li>• Events and activity management</li></ul></li><li>• An understanding of and a commitment to Equal Opportunities in the workplace</li><li>• Experience of working in a charity</li><li>• Experience and training in First Aid, Fire Safety and Safeguarding</li></ul>

## **Outline Terms and Conditions**

### **Terms:**

- Hours: This is a fixed-term, full-time role for 40 hours per week for an initial period of 12-months. Before conclusion a review of the role will be conducted to assess whether there is potential for the fixed term contract to be extended.
- Probationary period: 6 months.
- Salary: Up to £18,150 (dependent on experience).
- Performance Related Pay may be payable.
- Holidays: 33 days including Bank Holidays
- Pension:  
If you are an eligible worker you will be auto enrolled into the NEST pension scheme. Details of this scheme will be sent upon commencement of employment.  
If you are not an eligible worker you are still entitled to join the scheme, details are available on request.

### **Other:**

- Support for other business areas by attending events, exhibitions etc. as necessary.
- Travel throughout the UK and to work varying hours including evenings and weekends as necessary.
- Other duties as may be reasonably required by line manager on either a short or long term basis.
- Requirement for a clear enhanced DBS check and checks on previous employment prior to commencement.
- Requirement for a declaration of suitability, including disclosure of information regarding matters which may affect suitability for the role. This is separate from the requirement for a clear enhanced DBS check to be in place prior to commencement.
- Comply with the relevant legislation and guidelines. The role description gives a general outline of the duties of the post and is not intended to be an inflexible or finite list of tasks. It may be varied, from time to time, after consultation with the post holder.

### **Application:**

- To apply, please send a CV (including current salary level) and an application form (downloadable on: <https://thomley.org.uk/about-us/current-staff-vacancies/> ) explaining how you are able to demonstrate the criteria in the "person specification" above.
- Please also give details of two referees who we will contact once a formal conditional offer of employment has been made.
- Please complete the equal opportunities monitoring form.
- Applications should be submitted by 9am on Monday 2<sup>nd</sup> March 2020 to [joekitchen@thomley.org.uk](mailto:joekitchen@thomley.org.uk)
- Interviews will be held on 5<sup>th</sup> and 6<sup>th</sup> March 2020.
- For an informal discussion about the role, please contact Joe Kitchen at [joekitchen@thomley.org.uk](mailto:joekitchen@thomley.org.uk)
- Any personal data will be processed and retained in accordance with Thomley's Data Protection policy.
- For more information about Thomley please visit our website: <https://thomley.org.uk/>
- Thank you for interest in working with Thomley, we look forward to receiving your application.