



Job Description

Job Title:	Customer Services Assistant
Job ref:	CSA1/2-0519
Reporting to:	Customer Services Team Leader
Location:	Mahdlo (Oldham Youth Zone), Egerton Street, Oldham

Our Vision

To be a beacon of excellence for youth-led provision in Oldham.

Our Mission

To deliver high quality, innovative activities and experiences for young people from Oldham aged 8-19 (25 with a disability); to provide opportunities, raise aspirations and support young people to be the best they can be.

Our Values – The Way We Work

Passion

Respect

Inclusion

Dependability

Excellence

Job Purpose:

As part of the reception team, deliver excellent customer service at all times so that all young people and other visitors receive a warm welcome and all the information they need.

Key Accountabilities

1. Ensure all visitors and callers at Mahdlo are greeted in a manner which reflects Mahdlo's values, service standards and excellence vision.
2. Provide a first point of contact for all front of house enquiries, wherever possible personally dealing with enquiries and whilst always maintaining excellent standards of customer service.
3. Answer calls, dealing with telephone queries, screen calls, take messages and ensuring they reach the appropriate person.
4. Book members in, input the details onto the membership database and collect entrance fees.
5. Ensure the reception area is always well presented, keeping it clean, tidy and welcoming at all times.
6. Sign visitors in and out, ensuring they have the appropriate security passes and are guided to the right meeting place or office.



7. Manage incoming and outgoing mail, taking receipt of hand delivered mail, and dealing with deliveries.
8. Provide administrative support including ensuring supporting admin and paper work is up to date and completed at the end of sessions.
9. Monitor health and safety standards in the reception area, immediately flagging any concerns with the Facilities Manager.
10. Adhere to Mahdlo policies at all times with particular reference to Health & Safety, Child Protection, Equal Opportunities, Safeguarding and Data Protection.
11. Act as Fire Marshall in the case of any drills or actual incidents.
12. Report any comments, behaviour or incidents which are inappropriate in a setting with children and young people and understand the process for doing so.
13. Welcome volunteers and trainee staff to ensure they feel an integral and valued part of the Mahdlo team.
14. Support new members to complete paper or online forms and become registered as members.
15. Take room bookings and ensure specific requirements are passed to the facilities team.
16. Keep records up to date concerning attendance, trips and events.
17. Making announcements as required by the lead worker.
18. Ensure that useful information in the form of leaflets and other media is provided in reception, including marketing materials.
19. Work alongside colleagues to support busy sessions, and provide cover for holiday and other absence.

General Requirements

- Adhere to Mahdlo's policies at all times with particular reference to the Financial Procedures, Health and Safety, Equal Opportunities, Safeguarding and Data Protection.
- Understand the importance of data protection and maintain standards of best practice in this area.
- Promote and safeguard the welfare of children and young people at all times.
- Work diligently to meet the requirements of this job description.
- Always seek to continuously improve so that the highest quality standards are achieved.
- Participate positively in internal/external meetings and training as required.
- Positively participate in one to ones and appraisals.
- Work in accordance with Mahdlo's culture, values, aims and objectives.
- Act as a positive ambassador for Mahdlo at all times.
- Positively contribute to Mahdlo's team working environment, taking ownership of issues and supporting colleagues where appropriate.
- Be flexible and willing to undertake any other duties that may reasonably be required.

PERSON SPECIFICATION

	Customer Services Assistant	Essential	Desirable
Qualifications			
	Good standard of education achieved in Mathematics and English	✓	
	Qualification in Reception, Business Administration or Customer Service		✓
Experience			
	A minimum of 1 years' experience in an administration role		✓
	Working in a customer facing environment	✓	
	Dealing with the public	✓	
	Experience of providing excellent customer service	✓	
	Working within a team and working independently	✓	
	Working in a youth focused facility		✓
Skills			
	Excellent communication skills, both written and verbal, with ability to establish a rapport and communicate effectively with everyone from young people to patrons and partners	✓	
	Efficient with excellent organisational skills	✓	
	Numerate with cash handling ability	✓	
	IT literate with the ability to manage contact databases and to use them effectively	✓	
	Excellent customer service skills – an ambassador for Mahdlo	✓	
	Able to stay calm under pressure, to work fast and to a consistently high standard	✓	
	Be able to use initiative to suggest improvements in working practices	✓	
Personal Attributes			
	Interest in working in a youth work setting and demonstrate a commitment to the goals and values of Mahdlo	✓	
	Discreet and tactful with an understanding of the importance of confidentiality when dealing with personal data	✓	
	Enjoy engaging with all types of people from community members, young people and colleagues to official visitors, Chief Executive and Board of Directors	✓	
	Enthusiasm and ability to contribute to the successful development of Mahdlo Youth Zone	✓	
	Interested in helping young people	✓	
	Welcoming and approachable, with a positive and helpful nature	✓	
	Calm under pressure	✓	
	Punctual and reliable	✓	

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	Willing to learn new things and to work positively to support the youth work team in ensuring a safe and fun environment for all of our young members	✓	
	A willingness to work unsociable hours when required	✓	
	DBS clearance and commitment to safeguarding	✓	