

MAHDLO

An **OnSide** Youth Zone

MAHDLO ST OL1
OLDHAM

ROLE PROFILE

Customer Service Assistant

ABOUT MAHDLO

Mahdlo Youth Zone is a state-of-the-art multi-million pound location providing young people aged 8 to 19, and up to 25 for those with additional needs, engaging and exciting opportunities to try something new, seven days a week.

Our mission is to provide opportunities to raise aspirations and support young people to reach their full potential through the delivery of high-quality experiences, ensuring youth voice is a golden thread in shaping everything we do.

At our centre in Oldham we've got incredible facilities including a 3G Multi Use Games Area (MUGA) pitch climbing wall, boxing gym, three court sports hall, sensory room, fully equipped gym including weightlifting equipment, recreation area and dance, arts, music and media suites and much more.

Out across the borough we're working from community centres to bring our special brand of youth work to young people in the community.

OUR VALUES
THE WAY WE WORK

PASSION
RESPECT
INCLUSION
DEPENDABILITY
EXCELLENCE

THE ROLE

Customer Service Assistant

We have a fantastic opportunity to recruit a Customer Services Assistant to join our successful team.

As part of the reception team, you will deliver excellent customer service at all times ensuring that all young people and visitors receive a warm welcome and a quality experience every time they attend Mahdlo.

The ideal candidate will have experience working in a customer-facing environment and will be available to work flexibly during the daytime and our evening and weekend sessions.

With a positive attitude and a commitment to delivering an excellent service to young people and visitors at Mahdlo, you will have a professional friendly approach.

You will be able to effectively communicate with everyone from young people to patrons and partners.

You will also have a commitment to personal and professional development and will be able to multi task, meet deadlines and give the best impression of Mahdlo.

You will also have good administration and IT skills.

WHAT YOU'LL BE DOING

Key responsibilities

- Ensure all visitors and callers at Mahdlo are greeted in a manner that reflects Mahdlo's values, service standards, and excellence vision.
- 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.
- Answer calls, dealing with telephone queries, screen calls, take messages and ensuring they reach the appropriate person.
- Book members in, input the details onto the membership database and collect entrance fees.
- Ensure the reception area is always well presented, keeping it clean, tidy and welcoming at all times.
- Sign visitors in and out, ensuring they have the appropriate security passes and are guided to the right meeting place or office.
- Manage incoming and outgoing mail, taking receipt of hand delivered mail, and dealing with deliveries.
- Provide administrative support including ensuring supporting admin and paper work is up to date and completed at the end of sessions.
- Monitor health and safety standards in the reception area, immediately flagging any concerns with the Facilities Manager.
- Adhere to Mahdlo policies at all times with particular reference to Health & Safety, Child Protection, Equal Opportunities, Safeguarding and Data Protection.
- Act as Fire Marshall in the case of any drills or actual incidents.
- Report any comments, behaviour or incidents which are inappropriate in a setting with children and young people and understand the process for doing so.
- Welcome volunteers and trainee staff to ensure they feel an integral and valued part of the Mahdlo team.
- Support new members to complete paper or online forms and become registered as members.
- Take room bookings and ensure specific requirements are passed to the facilities team.

- Keep records up to date concerning attendance, trips and events.
- Making announcements as required by the lead worker.
- Ensure that useful information in the form of leaflets and other media is provided in reception, including marketing materials.
- 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.
- The hours of work will be flexible to meet the needs of Mahdlo and the ideal candidate will be available to work during the daytime and during our evening and weekend sessions. This post will be required to start at 8:30am when scheduled to work a morning shift. During holiday zone, the morning shift will start at 8:00am.

In accordance with Mahdlo's Child Protection and Safeguarding procedures, this position requires an enhanced DBS check and will require you to complete Safeguarding training within six months of appointment and refresher training thereafter.

Mahdlo is an equal opportunities employer and welcomes applications from all sections of the community.

PERSON SPECIFICATION

Qualifications

	Essential	Desirable
Good standard of education achieved in Mathematics and English	✓	
Qualification in Reception, Business Administration or Customer Service		✓

Experience

	Essential	Desirable
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		✓

Knowledge and skills

	Essential	Desirable
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	✓	
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

	Essential	Desirable
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	✓	
Punctual and reliable	✓	
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	✓	
Available to start work at 8:30am and from 8:00am during holiday zone. A willingness to work unsociable hours when required	✓	

