



## JOB DESCRIPTION

<b>Job Title</b>	<b>Customer Services &amp; Safety Officer</b> 1 year Fixed term (with possibility for extension) FTE required but flexible working and/or job share applicants are welcome to apply
<b>Salary</b>	£23,400 – £27,124 depending upon skills & experience
<b>Core Working Hours</b>	37.5 hrs per week 8am - 4.30pm Mon to Fri & occasional out of hours working
<b>Main Work Location</b>	ACT Main Building and Site. Ackholt Road CT3 3AJ
<b>Reports to</b>	Operations Manager
<b>Staffing Responsibilities</b>	None
<b>Key Customers</b>	Site Visitors, On-site Contractors, Tenants, Staff, Volunteers
<b>Budget Responsibility</b>	None
<b>Asset Responsibility</b>	None

### Job Overview

The purpose of this role is to ensure that all visitors to the Aylesham Community Trust (ACT) experience a welcoming and safe visit and to support the CEO and Operations Manager in ensuring the site runs smoothly and safely. This is a busy and varied role that delivers important tasks across key areas of our day-to-day operations such as Customer Services, Health and Safety, Contractor Management and Facilities Management.

This is a key role within our small, friendly and very hardworking team. The core working hours will be from 8am until 4pm/4.30pm (depending on the length of your lunch break). The role requires that you are available to attend site out of your normal working hours in line with our team call out & cover arrangements. Therefore, being resident nearby may be beneficial.

### Main Duties and Responsibilities:

1. Be the first point of contact for incoming phone and email enquiries, meeting and greeting hirers, handling general enquiries and taking and managing bookings.
2. Delivering good customer service to all site users and visitors and team members.

3. Being proactive in monitoring whether or not visitors to the site and site tenants are experiencing a pleasant and safe visit and ensuring the Operations Manager is kept well informed of this.
4. Managing all hires & bookings for our spaces including taking bookings, following up enquiries and contacting hirers to ensure their needs are met.
5. Arriving on site at 8am each day to prepare spaces for hirers as per their requirements including seating arrangements, equipment and any refreshments are in place.
6. Opening the building to the public at 8.30am and meeting and greeting hirers and visitors as required.
7. Locking the building to the public at the end of the day and checking rooms to ensure they are left in a safe state and, if required, preparing them so they are in a fit state for the next users.
8. Conducting the routine health & safety inspections of the site premises and equipment as directed (training and support will be provided) in order to ensure the Trust remain compliant in line with our Policies and Procedures and relevant UK Legislation.
9. Supporting the Operations Manager to maintain our approved contractors list.
10. Maintaining and implementing our Contractor Management Systems including overseeing contractors safely on and off site with the support of the Operations Manager.
11. Monitoring the safe delivery of any contractor works on site and reporting any issues to the Operations Manager in a timely manner.
12. Supporting the Operations Manager to develop and implement continuous Improvement of our operational systems.
13. Maintaining accurate and up to date records of all inspections and tests, including being responsible for keeping the Action Tracker up to date, as required by the ACT policies & procedures.
14. Performing general administrative duties to support the CEO and Operations Manager as required.
15. Any other duties as requested from time to time.
16. Occasional evening and weekend working in line with the Trust call-out and cover arrangements.



### Person Specification

	Requirements	Essential	Desirable
<b>Knowledge</b>	Grade C in GCSE English or a recognised equivalent qualification	✓	
	Grade C in GCSE Math or a recognised equivalent qualification	✓	
	Understanding of Health & Safety		✓
<b>Experience</b>	Of using Health & Safety Processes and Policies		✓
	Of working in a customer focused and/or office environment	✓	
	Of working as part of a team	✓	
	Of finding solutions to problems (problem solving)	✓	
	Of handling difficult situations		✓
	Of using IT and/or Bookings systems in a professional environment	✓	
<b>Skills</b>	Excellent administrative and organisational Skills	✓	
	Ability to Multi-task	✓	
	Ability to prioritise workload	✓	
	Punctuality and Time Management	✓	
	Ability to use Word, Excel, Internet and Email	✓	
	Professional presentation and attitude	✓	
	Excellent communication skills	✓	
	Commitment to continuous Improvement and personal development	✓	
	Personal commitment to progressing equality, inclusion and diversity	✓	
	Commitment to working to the mission and objectives of ACT	✓	
Full Clean Driving Licence		✓	