

SHEKINAH MISSION (PLYMOUTH) LIMITED

Job Advertisement

An exciting opportunity has arisen with Shekinah to join our team. This is a fantastic opportunity to utilise your skills and experience to really make a difference to peoples' lives.

About Shekinah

Shekinah has been in operation since 1992, and has acquired both a local and national reputation for the excellence of its work, and for the non-threatening, non-bureaucratic and supportive environment it has created for its' clients. The services of Shekinah are open to all, irrespective of their race, age, religion, sexuality, gender, addictions, criminal record, ability or disability.

Shekinah provides opportunities for people who are experiencing all forms of homelessness and other challenges they maybe currently facing. A passionate and dedicated team of staff and volunteers work tirelessly ensuring that people in crisis are given a variety of opportunities to reach a secure and contented life.

Although all forms of homelessness are at the core of Shekinah's work, there is an increasing demand from those people with other personal challenges. Working with key strategic partners, Shekinah helps people access support to help move away from the streets, address their health issues, learn new skills via our training centre and receive help in finding work with the support of the local business community.

We see the person first, so we can work together to enable them to be the person they want to be. To be a voice for individuals with multiple and complex needs. We will achieve this by listening to what they tell us, advocating for what they need and supporting the changes that deliver that.

To learn more about Shekinah, please visit our website at:

www.shekinah.co.uk

About the role

For information about the role, please see the attached job description / role profile.

This post is subject to a DBS Check.

Application process

To apply, please send your CV and expression of interest to Peter Woad, Human Resources Manager at Shekinah, Bath Street, Plymouth, PL1 3LT or e-mail peter.woad@shekinah.co.uk by 14/1/22.

Your expression of interest must not exceed 2 pages and should cover the following points:

- Why you want this opportunity
- Past experience in related positions and what you can bring to this post
- Knowledge of basic skills needed for the job
- Attention to how you meet the person criteria detailed in the role profile
- Identifying the learning and development you need to thrive in the post

Title: Customer Service Practitioner / Business Administrator - Apprentice
Responsible to: The Community, Events & Enterprise Manager
Salary: £4.30 per hour in first year, rising to standard apprentice rate depending upon age
Duration: 18 to 20 months
Hours: 37.5 hours per week
Location: 20% / 80% split between off the job and on the job learning
Shekinah Mission, Bath Street, Plymouth, PL1 3LT

JOB DESCRIPTION

PURPOSE OF YOUR JOB

- To support and contribute to the delivery of Shekinah's services.
- To maintain a positive and friendly organisational image when in contact with visitors, colleagues, and people using Shekinah services in person, online, or via telephone.

PRINCIPAL ACCOUNTABILITIES

1. Act as a role model in all you do and represent the organisation professionally and positively in accordance with our behaviours and values.
2. General administrative-related tasks in relation to the job role.
3. Attending staff and team meetings when necessary.
4. Work within relevant Health and Safety guidelines to maximise the safety of people using Shekinah services and staff.
5. To develop professionally and to identify opportunities to improve the level of service Shekinah offers to the people using our services.
6. Utilise knowledge skills and experience to recognise difficult or challenging situations and use appropriate communication skills.
7. Follow all policies and procedures and in particular those in respect of Risk Assessment and Safety Planning, Professional Boundaries and Lone Working, Safeguarding Adults and Safeguarding Children and other good practice guidelines or legislative requirements as required.
8. Any other reasonable duties required of you in your role as required

This job description covers the current range of duties and will be reviewed from time to time. It is Shekinah's aim to reach agreement on changes, but if agreement is not possible, Shekinah reserves the right to change this job description.

REHABILITATION OF OFFENDERS ACT 1974

Because of the nature of the work involved in this post, this post is exempt from the provisions of the Rehabilitation of Offenders Act 1974. It is a condition of employment that all convictions are disclosed in advance.

QUALIFICATIONS

Apprentices will be required to undertake the following professional qualifications:

- Customer Service Practitioner Level 2 (Apprenticeship Standard) Programme
- Business Administrator Level 3 (Apprenticeship Standard) Programme

They will also be required to achieve a Functional Skill in Maths and English at Level 2 (they may be exempt from function skill subject to their prior achievement).

ROLE PROFILE

Core responsibilities will be to provide a high quality service to customers in the workplace, digitally, or through visiting the customer in their own locality. Your actions will influence the customer experience and their satisfaction with Shekinah.

The role may involve working independently or as part of a team and will include developing, implementing, maintaining and improving administrative services, and developing key skills and behaviours to support your own progression towards management responsibilities.

DUTIES AND RESPONSIBILITIES

- Providing daily, flexible and proactive support to all members of your team.
- Answering phone calls, taking messages and connecting calls to sections within Shekinah.
- Responding to queries from our website.
- Inputting accurate data into a bespoke database.
- Compiling letters and other documents to be used in a variety of ways.
- Working on content for social media and the website.
- Maintaining the office filing/archiving system in both hard and electronic format.
- Maintaining up to date records of your CPD (Continuous Professional Development), including keeping a record of 20% off the job learning.

KEY SKILLS

- Excellent verbal and written communication skills
- Good grades in English, Maths and ICT
- Able to prioritise workload
- Can work within a team as well as on own initiative
- IT proficient
- Research skills

- Professionalism
- Able to manage performance
- Able to develop self
- Presentation skills
- Ability to get things 'right first time'

PERSONAL QUALITIES

- Flexible / agile
- Proactive
- Personable & friendly
- Keen to learn
- Adaptable
- Accurate & precise
- Takes responsibility
- Inclusive
- Open to feedback
- Committed to equality