

## JOB DESCRIPTION

<b>ROLE:</b>	<b>HELP DESK TEAM CASUAL MEMBER</b>
Reports to:	Help Desk Team Leader
Direct reports:	None
Contract details:	Zero-hours contract, Flexible Hours
Salary range:	£13.75 per hour

## ROLE SUMMARY

The Help Desk Team Casual Member plays an important role within the Communication and Information team. This role is responsible for providing a welcoming, efficient, knowledgeable and friendly front of house service in person, by phone and by email to all Coin Street customers and stakeholders. Our community and customers include commercial and resident tenants, service users, conference organisers and their delegates, staff, visitors to the Coin Street neighbourhood centre, and all those enquiring about Coin Street's products and services.

## TEAM OVERVIEW

The Help Desk team consists of two full time and two part-time members and is supported by casual team members. The team sits within the wider Communications Directorate.

## KEY ACCOUNTABILITIES

1. Staff the help desk/reception appropriately, maintaining a welcoming and organised lobby area with up to date and relevant information about Coin Street activities.
2. Greet visitors in a friendly and informative way.
3. Answer and direct telephone calls promptly, taking messages and dealing efficiently with general queries.
4. Manage Coin Street's incoming and outgoing mail.
5. Acknowledge incoming emails and deal with queries promptly; supporting maintenance requests procedures and direct them to the relevant team.
6. Remain up to date with all of Coin Street's activities in order to provide prompt and correct information in response to queries.
7. Provide servicing support to community programmes activities and any other commercial events in accordance with the daily schedule.
8. Handle monies in-keeping with the organisation's financial procedures.

9. Keep up to date and maintain a good knowledge of safety, fire safety and evacuation procedures.
10. Support other teams and colleagues with their administrative tasks.
11. Undertake any other reasonable duties, as may be required from time to time, as consistent with the scope of this role.

## GENERAL REQUIREMENTS

To comply with Coin Street's Diversity, Equality, and Inclusion policy.

To comply with Coin Street's Health & Safety policies.

To comply with Coin Street's Safeguarding policies.

To comply with Coin Street's IT policies and procedures.

To promote an organisational culture that reflects Coin Street's values:

- *Creative: By looking for solutions rather than problems I will find better ways of doing things*
- *Collaborative: By respecting the views of others we will learn, grow, and achieve more together*
- *Committed: I do what I say I am going to do and do the best job I can.*
- *Curious: We ask questions about what we do and the way we do things – as an organisation, community, and society*
- *Inclusive: I embrace difference and encourage authenticity*

## PERSON SPECIFICATION

### KNOWLEDGE & EXPERIENCE

1. Proven experience of successfully working in a similar role
2. Proven experience of working in a public facing environment
3. Communication or customer service qualification would be desirable

### SKILLS & ABILITIES

4. A personal commitment to and enthusiasm for Coin Street's ethos and mission
5. Excellent communicator (written, telephone, face to face) at all levels
6. High level of customer service skills, with a positive, enthusiastic, and confident approach
7. Proficient in Word, Excel and Outlook, plus data inputting

8. Team player and able to work confidentially on own initiative
9. Good time management and organised approach
10. A positive and 'can do' attitude
11. Flexibility to work evenings and weekends if required with time off in lieu granted