



Job title WELCOME OFFICER - INDEPENDENT LIVING HUB

Hours 37 per week 9 a.m. – 5 p.m. Monday – Friday

Salary Living Wage

Location Sycamore Court, Perry Common, Birmingham

Accountable to Senior Performance and Development Manager/Officer Manager

Post term Permanent

Working relationships

Internal	External
Volunteers	Residents
Co-workers	Families
Staff	Members of the community
Senior Managers	Health and Community Service providers (Dr's, Nurses etc.)
	Age Concern and other external agencies

Job Purpose

Provide a welcoming and efficient front of house office service at Sycamore Court during office hours 9 a.m. -5 p.m. Monday to Friday, including and not limited to

- Reception, day-to-day administration and office co-ordination duties
- Helpfully responding to tenant and resident queries & providing initial advice, making appointments and signposting to other support services.
- Dealing with contractors, stakeholders and suppliers accessing Sycamore Court
- Supporting the delivery of independent living services and activities

1. JOB DESCRIPTION

Key tasks and responsibilities

Reception and Administration

- Providing an efficient and effective reception and administrative service, ensuring the Sycamore Court office is open and staffed from 9 a.m. – 5 p.m.
- Maintaining a clean, welcoming and safe office environment.
- Dealing with contractors, suppliers and stakeholders working from and/or delivering services at Sycamore Court.
- Taking notes, booking meeting rooms and organising team and resident meetings as required.
- Inputting data, collating information and maintaining appropriate Management Information Systems (Health Cloud and SASSHA), paying due regard to confidentiality
- Creating and updating records; monitoring progress and producing appropriate reports when required

Resident/Tenant – Information Advice, Guidance and Support

- Supporting tenants and residents with initial enquiries, making appointments with colleagues and/or signposting to other service providers
- Supporting colleagues to undertake support plan reviews with residents - updating records and producing reports as required
- Encouraging residents to use the facilities that are available within the scheme and assisting those who are not able to do so.
- Assisting colleagues to monitor the welfare of the residents including carrying out daily wellbeing checks and delivering activities that enhance their quality of life.
- Liaising with residents, family members and healthcare professionals.

Facilities and Buildings

- Conducting (and recording) regular fire alarm tests, emergency lighting, pull cord testing and reporting repairs.
- Identifying and reporting potential health and safety issues by conducting daily scheme inspections and ensuring all visitors sign into and out of the building.
- Monitoring and enforcing car parking restrictions.
- Reporting repairs, tenancy matters and building maintenance issues the Homes & Property Team.
- Ensuring WLCA's values are displayed throughout all work activities and following policies and procedures.
- Working flexibly as part of a dynamic staff team, including Flourishing Community colleagues, to maximise opportunities and provide a high quality and responsive service.
- Carrying out any other tasks which may be reasonably regarded as falling within the work requirements of the role.

2. PERSON SPECIFICATION

Essential	Desirable
<p>Experience</p> <p>Responding to enquiries from residents/general members of the public</p> <p>Reception and/or administration experience in a busy office environment</p> <p>Maintaining an efficient and tidy office environment</p> <p>Filing and maintaining paper and electronic records</p>	
<p>Skills & Qualifications</p> <p>Good interpersonal and communication skills (written and verbal)</p> <p>Genuine passion, empathy and desire to support residents lead healthier and happier lives</p> <p>Team-working skills; able to work in a flexible, collaborative and supportive manner.</p> <p>Good organisation and planning skills.</p> <p>Patient and calm approach when dealing with challenging and emergency situations</p> <p>Good IT skills, including word processing, spreadsheets, email, web research, presentations</p>	
<p>Knowledge</p> <p>Up to date knowledge of MS Office including Outlook, Word and Excel</p>	<p>Understanding of the needs of older people</p>

Other requirements:

A DBS check (formally CRB) will be required for this post

3. STATEMENT

As a Community Association, WLCA exists to work with and for its communities. Community and accountability are important to us and our work reflects these values. We believe that through our professionalism, dealing with people transparently, honestly, fairly, respectfully and with good humour, we will demonstrate an inclusive approach and excellent service to everyone we work with.

The job description will be agreed between the jobholder and the manager to whom he/she is accountable. It may be reviewed in light of experience, changes to and developments in business requirements.

The information being handled by employees of WLCA is considered confidential to the Association. Failure to respect the confidential nature of this information will be regarded as a serious misconduct and will result in action under the Disciplinary Policy including possible dismissal. In the case of computerised information, this could result in prosecution for an offence or action for civil damages under the Data Protection Act 1998.

Employees must take reasonable care, and be aware of the responsibilities placed on them under the Health & Safety at Work Act (1974) and to ensure that agreed safety procedures are carried out to maintain a safe environment for employees, clients and visitors.

The Association is committed to Equal Opportunities in employment and access to services. It is our aim to ensure that no applicant or employee receives less favourable treatment on grounds of gender, disability, religion, race, colour, sexual orientation, nationality or ethnicity. WLCA is responsible under equality and diversity legislation to ensure equality issues are promoted and you are expected to work with WLCA to fulfil these obligations and policies.

Employee Signature:	Date:
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Line Manager Signature:	Date:
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