



JOB DESCRIPTION

This job description is not incorporated into the employment contract. It is intended as a guide and should not be viewed as an inflexible specification. It may occasionally vary in the light of strategic developments, following discussion with the post holder.

- JOB TITLE:** Office Assistant (Part time – 9am – 2pm, Tuesday to Friday)
- RESPONSIBLE TO:** Activity Centre Manager
- PURPOSE OF CENTRE:** Thomley Activity Centre is a recreational facility for disabled children, their families, friends, schools and groups. Its main purpose is to achieve the following outcomes:
- To increase self esteem, health, confidence, social and physical skills of disabled children, their siblings and friends through accessible play, recreation and education
 - To provide parents and carers with opportunities to meet others who have disabled children, to lessen their isolation & to increase their ability to support their children through play, recreation and access to information
 - To raise awareness amongst the community, to encourage understanding and acceptance of disability issues, and to increase ability to include disabled children within their own community activities
- JOB PURPOSE:** This role is to provide continuity of support to all visitors during the temporary absence of the Visitor Liaison Officer. Key roles are:
- To welcome and support all visitors to Thomley
 - To enrol new families and enter enrolment, booking and gift aid information onto a database
 - To show new visitors around explaining relevant health and safety issues
- KEY RESPONSIBILITIES:**
- Visitor Support**
- Support the Activity Centre Manager in enrolment and booking procedures, providing relevant information such as welcome packs and forms.
 - Fulfil role of telephone receptionist
 - Open the gate and welcome all visitors
 - Identify existing service users not on database and seek enrolment details
 - Explain how and when new visitors can access Thomley on future visits
 - Show new visitors around Thomley's facilities
 - Explain emergency procedures to all visitors; i.e. fire evacuation, first aid, child protection, photography, registration and safe storage of medication.
 - Explain to all visitors how to safely use all play areas and equipment, as defined in the risk assessments
 - Support parents and carers whilst on site through discussion and information sharing

Database Maintenance

- Enter details from the all visitor enrolment forms onto the database, including gift aid registration details, ensuring an annual update of information
- Maintain the database and ensure that all entries follow a systematic process
- Additional database duties may be included

Health and Safety

- Be aware of all Thomley's policies, procedures and risk assessments
- Alert the Activity Centre Manager of any risks which threaten the safety or well-being of any individual on site

Other

- Attend staff meetings

KEY COMPETENCIES

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none">• Computer proficiency & accurate database entry skills	<ul style="list-style-type: none">• Experience of working in a charity
<ul style="list-style-type: none">• Excellent interpersonal skills	<ul style="list-style-type: none">• Knowledge of key issues surrounding disability, including equality, access, inclusion, behaviour etc.
<ul style="list-style-type: none">• Ability to work as part of a team	<ul style="list-style-type: none">• Experience of working with disabled children
<ul style="list-style-type: none">• An understanding of and a commitment to Equal Opportunities in the workplace	<ul style="list-style-type: none">• Family support experience
<ul style="list-style-type: none">• CRB check	<ul style="list-style-type: none">• Child Protection training