

Job Description

Job Title:	Employment Hub Co-ordinator
Reporting to:	Charity Manager, Realise charity
Purpose:	To manage the Employment Hub office and co-ordinate activities between the Partners to ensure the smooth operation of services from the Hub.

Duties and Responsibilities

- To act as the day-to-day manager of the Hub Office and ensure its smooth running and coordination of activity
- To work collaboratively with our Partners when offering their services from the Hub, and to build and manage relationships effectively.
- To represent the organisation and meet all customers on arrival to the hub, assess their requirements for employment and skills and match them to a hub service provider or partner.
- Be Responsible for maintaining customer records through a CRM system, track client referrals with partners and customer footfall into the hub and report on this as part of monthly metrics
- To be responsible for providing general facilities management and cleaning and being the Covid-secure lead for the office, cleaning areas as appropriate in line with government guidance
- To be responsible for the typing of correspondence and drafting of letters as necessary.
- Attend corporate events to promote the work of the Hub e.g. job fairs, community events
- Achieve the target number of individuals supported for the project
- Be proactive in approach to take remedial action in improving engagement, where required.
- Work closely with the rest of the charity team to retain Realise's profile in the project
- To provide line management responsibility for an Assistant role (Apprentice)

General Obligations

- To take responsibility for own personal development and update knowledge and skills, with support from Aspire, to perform the role at an effective level. To undertake such training as is deemed necessary to improve personal performance and knowledge.

- To implement positively and ensure compliance with Aspire’s policies, procedures, codes of practice and initiatives relating to Equality and Diversity, Customer Service, Risk Management, Health and Safety, Data protection, Information Technology, Financial Regulations, Standing Orders and the Code of Conduct and Probity Policy.
- To take responsibility for own wellbeing and safeguarding in the duties to be carried out for this post.
- To provide the highest quality services incorporating best standards and practice, promoting Aspire to its tenants, clients and customers.
- Taking ownership and responsibility to respond to complaints positively and professionally (*as appropriate to role*).
- To ensure that maximum use is made of information technology systems and associated equipment in the provision of efficient and effective services.
- To perform any other duties not specifically identified in the job description but which are in line with the general responsibilities of the post.

This Job Description forms part of the contract of employment of the person appointed to this post. It reflects the position at the present time only, and may be changed at management’s absolute discretion in the future.

As a general term of employment, the Group may effect any necessary change in job content, or may require the post holder to undertake other duties, at any location within the Group.