

Job Description and Personal Specification

Meeter and Greeter

Contract type: Casual

Location: Lift and Platform Youth Hubs

Hours: flexible

Practical requirements: this is weekday evening work with occasional and weekends

Reports to: Operations Manager

Job description

What is the overall purpose of the role?

You will welcome people into the building during our youth sessions and ensure that the highest levels of customer service are enjoyed. You will ensure that all young people who use our services are properly registered and sign in on every visit.

Key activities and responsibilities

- Giving a warm, energetic and friendly welcome to everyone who walks through our doors.
 - Ensuring that all users are registered and assisting with form-filling where necessary.
 - Ensuring all young people use our entry system.
 - Ensuring any staff, facilitators or contractors use the sign in sheet.
 - To be aware of all the activities and services in the hubs and to communicate these to young people.
 - Help meet the needs of young people by identifying interests and suggesting pathways.
 - Collecting money and issuing bands.
 - Keeping the reception areas clean and tidy.
 - Responding promptly and professionally to any customer feedback, comments or complaints.
 - Ensuring all publicity leaflets displayed are up-to-date and displayed neatly.
 - Proofing publicity items from a young person's perspective.
 - Data entry.
 - Informing managers of things that you think will improve services, operations and marketing.
 - Helping with special events both at the hubs and in the community.
 - Uphold the highest standards of health and safety and professionalism and use your initiative to respond quickly to issues or challenges that may arise.
 - Be familiar and up-to-date with all Isledon policy and procedures in particular our safeguarding policies. Alert a youth worker if you have any concerns about any young person.
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Personal Specification

1 You are

- 1.1 Friendly, cheerful, positive and self-driven
- 1.2 Passionate about high quality youth services
- 1.3 Able to work flexibly to ensure the highest levels of customer service

2 Education, qualifications or experience

- 2.1 Customer service experience is desirable
- 2.2 Recent experience of using youth services in Islington is desirable

3 Knowledge, skills and abilities

- 3.1 Good organisation and administrative skills
- 3.2 Enjoys working in a busy environment and able to multi-task
- 3.3 Good communication skills
- 3.4 Ability to write short reports
- 3.5 Confident with simple mental arithmetic
- 3.6 Good IT skills and attention to detail with ability to accurately input data
- 3.7 Enjoys keeping things clean and tidy
- 3.8 An understanding of safeguarding young people and how to maintain appropriate professional boundaries.