

Department:
Contact Officer:
Telephone:

Adult and Community Services
Zulf Awan
07740 540899

2nd February 2018

Dear Applicant

Post: Volunteer Customer Services Assistant

Thank you for the interest you have shown in this opportunity to volunteer with Slough Borough Council.

People are proud to live and volunteer in Slough where diversity is celebrated and where residents can enjoy fulfilling prosperous and healthy lives. Our vision is to make a difference to our communities and our environment by taking pride in Slough. All of our volunteers, whatever their role, contribute to delivering services to local people - either directly, or by supporting volunteers/colleagues. Join our team at Slough Borough Council and see why we are proud to be Slough.

This Volunteer Role Pack gives a full explanation of the role and volunteering at Slough Borough Council, which I hope will encourage you to apply for the post.

To apply please complete an application form and send it by email to Community.Development@slough.gov.uk or post it to the Zulf Awan, St Martins Place, 51 Bath Road, Slough SL1 3UF

This is an open advertisement and interviews will be held following suitable applications.

If you would like to discuss this position on an informal basis please contact me on 07740 540899 or Emily Miller (Community Development Officer) 01753 875 413.

I look forward to receiving an application from you.

Yours faithfully

Zulf Awan
Community Development Manager

How to Apply

KEY DATES

This is an open advertisement and interviews will be held following suitable applications.

To apply for this post you must complete a Slough Borough Council **application form**. You may submit a CV in addition to your application form. Please note that a CV alone will not be accepted as they do not meet our assessment criteria and commitment to equal opportunities.

Completing Application Forms

Particular attention should be given to the Supporting Information section within the application form. Shortlisting is based on the candidate's ability to meet the selection criteria within the person specification. Therefore, it is essential that you outline clear examples and evidence of how you meet the requirements of the person specification. Examples and evidence should also relate back to the duties/accountabilities contained in the role description.

It is important that you complete ALL sections of the application form; you can attach additional information if you wish.

Volunteer Recruitment Monitoring Form

Please complete our Volunteer Recruitment Monitoring Form as this provides us with important information to monitor the process of the volunteer appointment of individuals under current legislation and our equal opportunities policy. This form will be separated from your application form and will not be used for shortlisting or selection purposes.

Reply Details

Your application form must reach us by closing date. Applications received after this date will not be considered. Application forms should be returned by:

- a) **E-mail: Community.Development@slough.gov.uk**
- b) **Post: Zulf Awan, St Martins Place, 51 Bath Road, Slough SL1 3UF**

Further Information

Should you have any queries relating to any aspect of this appointment process, or require additional information, then call the Recruitment Team, direct line (01753) 875074, at Slough Borough Council.

Next Steps

If you are selected for interview we will contact you by telephone and confirm the details in writing.

If you have not heard from us within 4 weeks after submitting your application, please assume that, on this occasion, your application has been unsuccessful.

SLOUGH BOROUGH COUNCIL ROLE DESCRIPTION

ROLE TITLE: Volunteer Customer Services Assistant

RESPONSIBLE TO: Community Development Manager

RESPONSIBLE FOR: Assisting with day to day community centre service/administration operations

MAIN PURPOSE OF THE ROLE:

- To ensure the smooth running of service delivery at the Community Centre and any other centres as directed.
- To encourage and promote use of the centre to maximise its use and improve its financial viability.
- To provide a first point of contact for customers using hub services, providing a high level of customer care and making sure their needs are met.
- To provide administration duties/services.

MAIN ACCOUNTABILITIES:

1. To assist with day to day services at the Community Centre, making sure that those people booking rooms or using the library or any other services at the hub get the support they need and that any problems are resolved.
2. To be a point of call for residents/customers who attend the hub to access services on offer, and ensure the reception area has systems and processes in place to provide excellent levels of customer care responsive to the different needs of all communities.
3. To assist with co-ordinating the day-to-day service operations of the Community Centre, including café, setting up rooms, equipment, housekeeping and key holding duties as and when required.
4. To provide administration services and assist with updating notice boards and other information about the centre, helping to prepare promotional materials and brochures to encourage use of services.
5. To refer any members of the public or others who wish to make bookings to the appropriate team.
6. To liaise with facilities and property services or IT to report any building related problems and make sure they are resolved quickly and effectively.
7. To promote all services operating from the hub and encourage and support their integration to help make it easier for the public to get the support they need.

8. To assist in the development and co-ordination of the activities programme for the Community Centre as required and ensure joint working takes place with other local services / centres within the area.
9. To assist in engaging and supporting volunteers at the centre as required.
10. To support facilities in ensuring full compliance with Health and Safety policies, in accordance with the Council's Health and Safety policy and all locally agreed procedures.
11. To undertake any other duties which are commensurate with the role as may be required.

Person Specification

Role Title: Volunteer Customer Services Assistant

	Description	Essential/ Desirable	Two ticks	Method Application Interview Test
Experience	Experience in a community role	Desirable		AI
	Experience of working in customer services	Essential	✓✓	AI
	Experience of working with people of different backgrounds with diverse needs	Essential	✓✓	AI
	Experience of working effectively in a multi-disciplinary team	Essential	✓✓	AI
	Experience of meeting deadlines and resolving practical problems	Essential	✓✓	AI
Knowledge	Understanding and commitment to equality and diversity.	Essential	✓✓	AI
	Good practical knowledge of IT systems, in particular Microsoft Office.	Essential	✓✓	AI
	Knowledge of local communities.	Desirable		AI
Key competencies and behaviours	Good customer care skills	Desirable		AI
	Good communication skills, both verbal and written.	Essential	✓✓	AI
	Flexible, adaptable and able to work on own initiative.	Essential	✓✓	AI
	Ability to prioritise workload and meet deadlines.	Essential	✓✓	AI
	Ability to use safe manual handling techniques in line with Health and Safety requirements.	Essential	✓✓	AI
	Takes responsibility and solves problems	Essential	✓✓	AI
Qualifications	Committed to undertake training	Essential	✓✓	AI

The Directorate

Dear Applicant,

Adults and Communities Directorate is one of five directorates of the Council supporting the Chief Executive Office. These reflect the three overarching responsibilities of the Council, “people” “place” and “resources”. The focus of the Adults and Communities Directorate is the ‘people’ of Slough, of all ages, many of whom are experiencing vulnerability due to their particular circumstances. The Directorate provides a full range of frontline services to support some of the most vulnerable members of our communities.

The Directorate makes a significant contribution to the delivery of the Councils priorities and those of its partners. This ranges from reducing health inequalities, to increasing the independence and life opportunities of people with disabilities and older people, improving outcomes for children and young people subject to child protection plans, and raising the achievement of pupils of the Boroughs 48 schools. It is an exciting time to be joining Slough. We are working closely with a range of statutory partners, with users of services, and the community, to promote and create innovative ways of tackling local problems, and ensure services deliver improved outcomes. We have high aspirations and a commitment to delivering quality services.

The Council has already done much to meet the financial challenges of the last spending review and to prepare for the next. It is through our Council wide transformation programme that we have implemented organisational change and improvement to ensure we deliver our priorities within reduced resource.

To progress further and sustain the improvements we are making we are seeking applicants who take pride in their work, provide energy and commitment to their role, take responsibility for their work and work well with their colleagues. We welcome applicants who bring innovative ideas, and see and seek opportunities to deliver high quality services.

Adult Social Care, Commissioning & Partnerships division is the largest division within the directorate and delivers the council’s statutory adult social care duties and responsibilities. This division includes access, assessment, and support planning teams for vulnerable adults and their carers with long term conditions; extra care, respite and community support services; early intervention and re-ablement services provided in partnership with the NHS and integrated community mental health services.

To deliver the “Putting Me First” strategy of Slough many of these services have undergone redesign with considerable investment during the past three years for example enhanced intermediate care and extra care provision. For 2013-15 improving outcomes for people with learning disabilities is one of our top priorities.

Public Health has been an important new addition to the Directorate, since 1st April 2013 and the transfer of public health responsibilities from the NHS.

Tackling health inequalities is a top priority for the Council and partners of the Slough Wellbeing Board. For the resident’s of Slough, the impact of the wider determinants of health, such as poverty, low incomes, poor housing conditions and overcrowding, and crime and antisocial behaviour, are just as important to wellbeing as access to health care. The local Slough public health team is therefore central to the delivery of the Wellbeing Boards health and wellbeing agenda and is working collaboratively across council service functions and with the Slough Clinical Commissioning Group to affect change and improved health outcomes.

In partnership with the five other Unitary Councils of Berkshire, the Council has developed a shared Strategic Director of Public Health post servicing all six councils, supported by a dedicated public health team within each council headed by a lead Consultant in Public Health.

Youth Services The Young People's Service sits within the Council's Adults and Communities Services directorate.

As a service we are responsible for the following key areas:

- Supporting young people make successful transitions post 16 ensuring that they secure the appropriate training, education and employment opportunities
- Targeted support – identifying early the young people who are facing barriers / issues in their lives – helping them to resolve issues and overcome barriers before the level of need escalates to needing more intensive and expensive support
- Group work on a variety of issues / needs that young people are facing
- Youth Voice – developing appropriate mechanisms leading to a effective and meaningful voice for young people
- Commissioning of locality based youth provision
-

Within the Directorate our team sits in the Communities and Leisure Service which includes the following:

- **Learning and Community:** Community learning, skills and employment/volunteering; library services; **community development**; Slough Creative Academy.
- **Wellbeing and Community:** leisure services; parks and open spaces; young people's services; cemetery; crematorium and registration services.

The Community and Leisure Service make a significant contribution to the delivery of the Council's priorities set out in its five year plan and those of its local strategic partners.

The directorate and council team is focused on understanding needs and identifying and applying best practice to achieve the best outcomes possible. All services contribute to the delivery of these common goals as 'one council'.

There is much to be proud of in Slough and I believe that by ensuring excellence in all we do, we can really make a big difference to peoples' lives.

I look forward to receiving an application from you.

Best wishes

Ketan Gandhi,
Service Lead, Community & Leisure

The Team

Community & Leisure Services

This new service brings together library services, community development, adult and community learning, skills and employment, the Creative Academy, Youth Services Leisure Services and apprenticeships. Focusing on the needs of residents, working within neighbourhoods and through community hubs the opportunities to deliver an integrated customer focused service is now possible.

The Curve, the award winning £22 million library, adult learning and cultural centre was opened in September 2016. This facility, part of the regeneration of Slough town centre, brings together a range of services, supported by modern neighbourhood community hubs encompassing libraries, venues for community groups and a range of council services. The Creative Academy has moved into refurbished premises.

Community learning is delivered through a shared service with the Royal Borough of Windsor and Maidenhead. The library service has recently been brought back in house under the management of Slough Borough Council.

Community Development will increasingly play an important role to support the change and transition programme in the delivery of the council's five year plan.

Community Development

Volunteer Customer Services Assistant

This role assists with the day to day services at Community Centre and assisting in the development of the activities programme, working closely with service providers (libraries, museum, community learning, young peoples services), customers and key partners. The volunteer will work with local community and voluntary sector organisations to facilitate their use of the community hub.

Zulf Awan

Zulf Awan
Community Development Manager

General Information

REIMBURSEMENT OF OUT OF POCKET TRAVEL EXPENSES

Slough Borough Council will reimburse reasonable out-of-pocket expenses as follows:

Petrol Costs

Volunteers will be paid for any authorised mileage incurred whilst volunteering in accordance with HM Revenue and Customs rates (currently this will be paid at 45p/mile). All mileage claims must be supported by VAT receipts.

All volunteers who use their cars for official business must ensure that their vehicle insurance policy is suitably endorsed for official and authorised Council business use.

Bus Fares

These will be reimbursed in full unless they exceed the cost of the appropriate standard rail fare, in which case, the lower limit will be repaid. The original receipt (if available) or the bus ticket itself must be provided.

Train Fares

These will be reimbursed at a standard class rate. The original receipt or train tickets must be provided for repayment of train fares.

These provisions are subject to review, variation and discontinuance at the Council's discretion and/or in the light of operational needs.

SMOKING POLICY

The Council has a No Smoking policy.

HEALTH DECLARATION

The Council believes that screening new volunteers is an important management process and therefore you will be asked to complete a 'Declaration of Health Status Questionnaire', however this is not a condition of volunteering. As part of this process we may ask you to take a medical examination if the council's medical adviser feels it is necessary for the role. The council will pay for this. This is not linked to the selection process.

OTHER INFORMATION

All volunteers are engaged initially for a one month introductory period, depending on the frequency of volunteering. This is to ensure the volunteer and activity are properly matched and either side may decide to end the placement at this stage.

Volunteers and activities are reviewed regularly and volunteers are encouraged to take an active role in these reviews. Reviews are important to ensure that the activities fulfil the needs of both volunteers and the Centre. From time to time, we will offer volunteers the opportunity to enhance their skills through attending training sessions.

DATA PROTECTION ACT

The information you provide will be processed in accordance with the Data Protection Acts 1998 and any subsequent legislation.

EQUALITY ACT 2010

This Act protects people with disabilities from unlawful discrimination. The Council operates a "Guaranteed Interview Scheme" for volunteers who declare they have a 'disability' (as defined by the Equality Act 2010). Any 'disabled' applicant who meets the essential criteria for the volunteering opportunity will be offered an interview.

Definition of Disability

The definition of disability, as outlined in the Equality Act 2010 is as follows: "A physical or mental impairment which has a substantial and long term adverse effect on a person's ability to carry out normal day-to-day activities".

To be protected under the Act,

- An individual must have, or have had, an impairment which can be physical or mental
- It must have adverse effects which are substantial that is something more than minor or trivial.
- It needs to be long term, i.e. the impairment has lasted or is likely to last in total for at least twelve months or is likely to last for the rest of the life of the person affected
- It must affect normal day-to-day activities at work on a regular basis

EQUAL OPPORTUNITIES IN VOLUNTEERING

Slough Borough Council is committed to being an employer of choice. Our aim is to ensure that no volunteer applicant receives less favourable treatment on grounds of age, disability, gender reassignment, marriage or civil partnership, maternity and pregnancy, race, religion or belief, sex and sexual orientation. These are protected characteristics under the Equality Act 2010. In addition, the Council also recognises trade union membership and activity or any other reason which cannot be shown to be justified which will also result in grounds for unfair discrimination.

Recruitment and selection criteria, procedures and practices will be kept under regular review to ensure that individuals are selected on merit. All volunteers will be given equal opportunity and, where appropriate, training to progress within the Council. Local authorities have a legal responsibility to promote Equality of Opportunity. The Council is committed to the use of those statutory provisions which permit Positive Action to improve recruitment and access to training where disadvantaged groups are under-represented. In particular the Council aims to be representative of the local population of whom over a third are of ethnic minority origin. The Council continually monitors this policy to assess its effectiveness.

PRE-VOLUNTEER SCREENING

It is our policy to carry out checks to confirm the details on the application form. False information, which results in an engagement, will result in the individual being asked to leave.

- References

References offered will be taken up. We reserve the right to contact any other previous employer for a reference. We will also take into consideration relevant information received from any source. This

may include information held by the authority, for example in social care or education, and information received from other external authorities or bodies.

- Residency

You will be asked to submit original proof of identification (photocopies are not acceptable), such as a birth certificate, national insurance number, passport or driving licence.

Disclosure and Barring Service (DBS) (The Rehabilitation of Offenders Act 1974)

Volunteer roles which involve working with children or vulnerable groups are covered by the Rehabilitation of Offenders Act 1974(Exceptions) (Amendments) Order 1986 and the Criminal Justice and Court Services Act 2000. If this role involves working with children it is also covered by the protection of Children Act 1999.

The DBS has been set up by the government to ensure safer recruitment practice to protect children and vulnerable adults. Two types of checks are available; Standard and Enhanced. A caution or conviction will not necessarily bar you from doing your voluntary work. The Disclosure that will be required for this post is ENHANCED.

Prior to any offer of a volunteer role being made you will be required to complete a Disclosure application form. On this form you will need to declare ALL UNSPENT CAUTIONS, BIND OVER ORDERS & CONVICTIONS. All information given will be treated as strictly confidential and will be stored securely.

Once completed this disclosure form will be sent to the DBS. The DBS searches police records and, in relevant cases, barred list information, and then issues a DBS certificate to you. You will need to produce this copy to Slough Borough Council to help us make an informed volunteer recruitment decision.

We will consider any previous offences in accordance with our Equal Opportunities policy. There are, however, certain offences which will restrict you from working with children under the regulations made under the Protection of Children's Act 1999, including Schedule 1 offences such as sexual and violent offences.

At interview, or in a separate discussion, we will ensure that an open and measured discussion takes place on the subject of any offences or other matters that might be relevant to the position. Failure to disclose information that is directly relevant to the position sought could lead to withdrawal of an offer of a volunteer role.

We undertake to discuss any matter revealed in a Disclosure with the person seeking the position before withdrawing a conditional offer of a volunteer role.

If you require further information you can contact the DBS direct on 0870 90 90 811 or visit their website at www.homeoffice.gov.uk/dbs

If you do take up your volunteer role it is necessary for you to inform your Line Manager of any cautions, bind overs or convictions you sustain during the subsequent course of your volunteering. Failure to do so will lead to dismissal.

Important: We will report all persons to the relevant authorities who attempt to obtain a voluntary role whilst they are disqualified from working with children or vulnerable adults.

Standard DBS check

Standard checks contain details of an individual's convictions, cautions, reprimands or warnings recorded on police central records and includes both 'spent' and 'unspent' convictions. These are

shown on a criminal records check. Disclosures may also be sought for people entering certain professions such as legal and accountancy

Enhanced DBS check

An enhanced check contains the same details as a standard check, together with any information held locally by police forces that it is reasonably considered might be relevant to the voluntary role applied for. An enhanced check with information from the DBS's children's and/or adults barred list is only available for those individuals engaged in regulated activity with children and/or adults and a small number of posts as listed in the Police Act regulations.

The Advertisement

'People are proud to live and work/volunteer in Slough where diversity is celebrated and where residents can enjoy fulfilling prosperous and healthy lives'.

Post: Volunteer Customer Service Assistant

We have an exciting opportunity to join the Community Development Team as a volunteer.

Community development will be focused on engagement with community and voluntary groups and supporting them to become independent.

If you have a passion for customer care, supporting residents and have excellent communication and organisational skills we want to hear from you.

You will assist with the smooth running of service delivery at a Community Centre and any other centres as directed. To be a point of contact for customers using hub services, providing a high level of customer care and making sure their needs are met.

For this exciting voluntary opportunity you will need some experience of working in a customer focused environment.

If you would like to discuss this position on an informal basis please contact me on 07740 540899 or Emily Miller (Community Development Officer) 01753 875 413.

This is an open advertisement and interviews will be held following suitable applications.

Apply for this role on-line at www.slough.gov.uk/roles. Alternatively email recruitment@slough.gov.uk or call our 24 hour message line on 01753 875074 for a pack, outlining the reference number above. Minicom service on 01753 875030

We value diversity.

