**Kingsland Hub**

**Volunteer Role Description**

**Customer Services Assistant**

**About Peter Bedford Housing Association**

Peter Bedford is a housing association with charitable aims that creates positive change in people’s lives. As well as homes and support, we empower people to learn, access work and discover their creative talents. Based primarily in Hackney and Islington, we work with people who are homeless, have mental ill health, learning difficulties or complex needs. Our work enables people to move on and lead independent lives.

**About the Kingsland Hub**

The Kingsland Hub is PBHA’s Head Office, it operates as a vibrant community and learning environment. Kingsland Hub has a front of house reception taking in telephone, email and walk in enquiries related to our housing, enterprise and training services. Our back office function features a shared office environment for our various departments that provides services and BAU (business as usual) functions such as HR, Finance, Fundraising, Marketing and Properties.

**The Volunteer Role and the Difference it makes**

As a volunteer you will support staff in providing friendly customer service and maintaining a welcoming environment, which is key to helping us spread the word of Peter Bedford Housing Association and in particular the Enterprise and Training services.

Within the Customer Service role you will undertake office duties to support the organisation. We welcome any experience you can bring in admin and marketing to help us grow. In return we can provide training opportunities and a chance to be part of a vibrant team.

**Ideal Commitment:**

At least one shift of 3 to 7 hours once a week on an agreed day.

The Kingsland Hub is open from 9.30am – 5pm Monday to Friday.

Three months commitment is ideal and can be extended if it suits you and the Kingsland Hub.

Keeping to regular shift days and times enables us to run a smooth and successful volunteer programme, so shift patterns will be agreed with you in advance with Office Manager.

**What you will gain**

* Opportunities to be more involved with and meet people in the local community
* Opportunities to share your skills and learn new skills through training provided
* The chance to be part of small team
* A greater sense of wellbeing through your contribution to supporting a local housing association with charitable aims: PBHA
* Valuable work experience within an innovative housing sector organisation
* A reference for your time at The PBHA to take on to future employment
* Reasonable travel fares to and from your shift will be reimbursed
* Lunch money of £3 for shifts over 6 hours will be reimbursed
* 20% discount for purchases in the Outpost shop during your time as a volunteer

**Core Tasks**

* Responding to customer queries
* To take calls from tenants, contractors & colleagues regarding services and day to day repairs. To clarify details and triage, to offer self-management advice to tenants where appropriate.
* Handling customer and external queries via visit, telephone, answerphone, email, SMS, post and social media
* Deal with cash transactions including receiving rent payments from tenants.
* Liaise with the coffee shop staff to ensure the timely serving of refreshments in the training rooms when required.
* To ensure that the reception area is welcoming and displays and provides good quality information about PBHA’s services and activities.
* Maintain health and safety in the reception area.

**Skills & Experience we are looking for**

* Enthusiasm, a positive attitude and respect for equality and diversity
* An interest in ALE/ENT, PBHA and the work that we do
* An interest in or experience of working in outreach, reception and admin.
* Enjoyment in networking
* Flexibility in working as part of a team and showing initiative in tasks
* Commitment to volunteering at The Kingsland Hub and reliability in attendance and time keeping
* Maintaining confidentiality and professional boundaries

**Additional information**

* PBHA is committed to the personal development of volunteers. Should training extend beyond day to day duties referral to a more long term training programme or alternative course will be offered where appropriate.
* Volunteers must adhere to PBHA policies in particular the Health & Safety Policy, and Equal Opportunity Policy
* PBHA is committed to the Safeguarding of vulnerable adults. All PBHA posts are subject to enhanced Disclosure and Barring Service clearance