**Job Description**

**Job Title:** **Bank Operations Assistant**

**Responsible to:** **Property Manager**

**Hours:** **Variable – shifts will include evening and weekend working**

**Location:** **Main Base Kings Weald, Burgess Hill but could cover other centres in West Sussex**

**Main purpose of job:**

To support the Property Manager and wider centre-based team with the safe running of the premises by providing a welcoming environment and excellent customer service to centre users and hirers.

**Main duties:**

1. To work flexibly with the Property or Development Manager in being a key-holder and opening the building / venues as required.
2. To help co-ordinate the smooth running of the building, activities and events within our buildings. This will include setting up rooms for hirers, carrying out building checks and light cleaning/clearing away.
3. Maintain a safe, supportive and friendly environment for staff, external users and visitors to the building.
4. Liaise with hirers on centre health and safety (checking in and out) and dealing with any feedback or issues.
5. To adhere to all legal compliance and AGE UK WSB&H policies and procedures in managing of the building and to play a part in ensuring these are kept up to date for the locality.
6. To provide administration support and undertake administrative tasks as required. This will include calling contractors or following up on enquiries.
7. Maintain accurate records of attendances and hirers for billing purposes.
8. To raise and manage invoice, if required.
9. To set up and maintain spreadsheets if and when required.
10. Manage petty cash in line with organisational financial procedures.

Governance

1. To adhere to all health and safety, and legal requirements in line with AGE UK WSB&H policies and procedures including monitoring and taking appropriate, prompt action to ensure compliance.
2. To ensure effective compliance and leadership in relation to compliance with statutory and organisational safeguarding policies and procedures
3. To ensure data and admin processes are adhered to in line with AGE UK WSB&H policies and legislation of the General Data Protection Act 2018.
4. To regularly and accurately update the client database and provide statistical and monitoring information as required.
5. To attend relevant and mandatory training as required.
6. Monitor hazards and risks and implement relevant organisation processes including but not restricted to: Health & Safety, HR, Information Governance and GDPR and reputational risk.
7. To help deliver the objectives as set out in the organisational strategic plan.

**Key contacts and relationships**

Colleagues across all services

Hirers at the building

**Equal opportunities**

Age UK West Sussex, Brighton and Hove is committed to anti-discriminatory policies and practices and it is essential that the post holder is willing to make a positive contribution to their promotion and implementation.

**Scope of job description**

This job description reflects the immediate requirements and responsibilities of the post. It is not an exhaustive list of the duties but gives a general indication of work undertaken which may vary in detail in the light of changing demands and priorities. Substantial changes will be carried out in consultation with the post holder.

**Person Specification**

|  |  |
| --- | --- |
| **Essential** | **Desirable** |
| An understanding of and interest in older people, their situations and the opportunities they may want and/or need. | Experience of working or volunteering with older people**.** |
| A friendly, welcoming person that engages, connects and builds rapport easily with people. |  |
| Proven excellent organisational skills that make most efficient use of time. |  |
| A can-do, positive and professional attitude that can flex and adapt to change and challenges with the skills to manage conflict effectively. |  |
| Ability to open and close a building or venue and be a responsible key-holder. | Experience or knowledge of building management and knowledge of relevant health and safety regulations in relation to this. |
| A commitment to equality across all aspects of this role. |  |
| An understanding of safeguarding and ability to follow policies and procedures in this and other areas, as set by AGE UK WSB&H or law. |  |
| Excellent IT and computer skills including good working knowledge of email, Excel and Microsoft Office. | Ability to design and produce creative and effective marketing to help promote services or the centre. |
| Ability to efficiently travel or work flexibly which may include different AGE UK WSB&H sites or locations. | Full driving licence and use of a car in order to travel in the local community as required. |