



# Grŵp Cynefin

Mwy na thai • More than housing

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## JOB DESCRIPTION

### Customer Service Volunteer – Y Shed

<b>Department:</b>	Community Services
<b>Directly accountable to:</b>	Project Coordinator - Y Shed
<b>Directly responsible for:</b>	NA
<b>Job location:</b>	Y Shed, Gallt Melyd

#### Job Purpose:

Provide occasional customer care service at Y Shed, Gallt Melyd.

## **CYFRIFOLDEBAU ALLWEDDOL**

1. Dealing with customer enquiries
2. Handling sales, returns, stocking and hiring of retail boxes
3. Centre Responsibilities: answer telephone, taking messages, emails, and filing work, lost property
4. Reception management
5. Data inputting
6. Assist with various work tasks in accordance with requirements.
7. Deal with queries and provide appropriate advice and information as necessary, resolving queries about Y Shed and surrounding area
8. Follow policies and procedures for the use of the Association's equipment.
9. Assist with meeting service standards and comply with legislation.
10. Ensure that enquiries (whether by telephone, post, e-mail, social media etc) are dealt with appropriately, ensuring continuity in any action required as well as reporting on situations update when appropriate
11. Work in a flexible, caring and sensitive manner.

The above Job Description is not a fully comprehensive list of the duties and responsibilities of the job.

There is a requirement to undertake other duties within the post's salary scale from time to time in discussion with the Manager.

The job description will be reviewed regularly and in accordance with the requirements of the service.

Any proposed changes will be discussed with the post holder.

**CORPORATE RESPONSIBILITIES:**

<b>Service Delivery</b>	<ul style="list-style-type: none"><li>• Complete the work to a high standard, on time and within budget.</li><li>• Respond to internal and external customers promptly and professionally.</li><li>• Provide advice and support to colleagues and customers.</li><li>• Present regular reports within the responsibilities of the post.</li><li>• Comply with all policies and any relevant legislation.</li></ul>
<b>Performance</b>	<ul style="list-style-type: none"><li>• Contribute towards successfully achieving Key Performance Standards.</li><li>• Work towards the aims and objectives of Grŵp Cynefin and support the development of a high performing organisation</li><li>• Work with the Community Initiative Manager to monitor the Team's performance identifying, intervening and acting as required</li></ul>
<b>Policies and Processes</b>	<ul style="list-style-type: none"><li>• Work in accordance with all Grŵp Cynefin policies and processes.</li><li>• Ensure that policies and processes are consistent with legislative and regulatory requirements and good practice.</li><li>• Review and suggest improvements to policies to support continuous improvement.</li></ul>
<b>Finance and Budgeting</b>	<ul style="list-style-type: none"><li>• Contribute to effective budget management</li></ul>
<b>Other</b>	<ul style="list-style-type: none"><li>• Represent Grŵp Cynefin effectively outside the organisation by demonstrating a positive professional image on all occasions.</li><li>• Commitment to tenant participation in all aspects of the work.</li></ul>

<b>PERSONAL RESPONSIBILITIES</b>	
Act in accordance with Grŵp Cynefin's values: -	
<b>Openness</b>	Transparent in the way we work and make decisions. Willing to work together to achieve the best results
<b>Innovation</b>	Innovative and willing to challenge ourselves to find new ways of delivering and providing services of the highest standard to our tenants and service users.
<b>Support</b>	Work with passion to support our tenants and service users, our colleagues and our partners in addition to helping our communities thrive.
<b>Achieve</b>	Act professionally and use our expertise to ensure the success of the company and our people. Always strive for continuous improvement and ensure value for money.
<b>Respect</b>	Respect each other and others, promote equality and reject any prejudice.
<p>Ensure the confidentiality, security and integrity of data  Promote and operate in accordance with the Health and Safety Policy  Promote equality and diversity in all aspects of the work.</p>	

<b>MAIN JOB CONTACTS:</b>
<p><u>Internal:</u> All Y Shed staff</p> <p><u>External:</u> Y Shed customers</p>

<b>NORMAL WORK ENVIRONMENT:</b>
<ul style="list-style-type: none"> <li>• Work at a desk in an office / reception.</li> </ul>

## PERSON SPECIFICATION

### Customer Service Assistant - Y Shed

All criteria are essential unless specified desirable

#### **Experience:**

Experience of providing front line customer care service (desirable)  
Experience of administrative and secretarial work (desirable)  
Experience of handling money (desirable)

#### **Skills and Information:**

Be able to use ICT as a tool to manage work  
Full current driving licence (desirable)

Bilingual (Welsh and English) at the following levels or higher:

Listening: Able to follow routine conversations involving work, in both languages between fluent speakers.

Reading: Able to read routine and technical material with a dictionary, in both languages.

Speaking: Able to converse in some detail regarding routine work issues in both languages.

Writing: Able to draft routine material, with editing assistance, in both languages.

#### **Leadership and Management:**

Able to represent the Association positively and professionally.  
Able to work effectively with a focus on outcomes  
Commitment to providing excellent customer services  
Have a style to work collaboratively

<b>Summary of Terms and Conditions Customer Service Volunteer – Y Shed</b>	
<b>Contract Type:</b>	Volunteer
<b>Salary:</b>	N/A
<b>Travelling:</b>	N/A
<b>Pension:</b>	
<b>Probation:</b>	2 months
<b>Working hours and organisation of work:</b>	By arrangement Tuesday – Sunday