

**JOB FAMILIES ~ The Link**

**Job Title: Link Assistant**

**Grade – JG 3**

**Role purpose:**

Working under the general direction of The Link Business Development Manager, The Link Assistants will undertake a range of duties that facilitate and support all users of The Link, working in partnership with the Site Team.

The Link Assistant's primary role will be to deliver the highest level of customer service to all users of The Link. Each assistant will be tasked with a main area of responsibility either being: programme development or administration, working closely with all other members of the team to support all activities that The Link provides.

**Typical activities**

- To manage the community reception office, meeting and greeting customers and directing/assisting them as appropriate
- To be responsible for/assist with the security of the building as appropriate
- To maintain all areas as directed by The Link Manager or Site Team, ensuring a clean and tidy centre at all times
- To ensure the welfare and safety of the public at all times
- To assemble and dismantle equipment as required and report faults as necessary
- To assist and direct the activities of users to prevent injury, misuse and damage of facilities and equipment
- To assist with the moving and lifting of equipment as directed by The Link Manager or Site Team.
- Operate technical equipment following appropriate start up and shut down procedures to ensure safe and efficient operations.
- Produce leaflets, programmes or other documents promoting events held in The Link
- To use social media to promote The Link

**Knowledge, skills & experience**

- GCSE at Grade A\* to C or equivalent in English and Maths
- Previous experience of working in a customer facing environment, with proven high level of customer care skills
- Computer literate and experience of using Microsoft Office products
- Good communication skills
- Experience of working in a highly pressured environment
- Polite, professional, warmth of character
- Organised and punctual
- Ability to work under own initiative, unsupervised or as directed
- Proven organisation and task planning skills
- The ability to work methodically when under pressure
- Enthusiastic attitude

<ul style="list-style-type: none"> <li>• To undertake any duties deemed appropriate by the Headteacher</li> </ul>	
<b>Performance measures</b>	<b>Competencies</b>
<p>Quantifiable objectives ~ e.g.</p> <ul style="list-style-type: none"> <li>• Assessment of safe work environment</li> <li>• impact evaluation of intervention/ activity</li> <li>• quality of records,</li> </ul> <p>Feedback from service users, colleagues and partner agencies  Key Performance Indicators (where available)  Line manager assessment</p>	<p><u>Team Working</u> ~ cooperation and flexibility, contributes positively by sharing information and supports team consensus</p> <p><u>Outcome focused</u> ~ works without prompting and progresses tasks using initiative</p> <p><u>Problem Solving &amp; judgment</u> ~ identifies causes rather than just symptoms to inform solutions</p> <p><u>Planning &amp; Organising</u> ~ prioritises what is important in line with team &amp; service goals</p> <p><u>Business Awareness</u> ~ understands the role of others in relation to their impact on own role and recognises how decisions made in other areas can impact on them.</p>