

Client Services Co-ordinator Job Description

Location:	Thrive Birmingham The role may involve travel to other Thrive Centres and elsewhere to support delivery of Thrive's Client Services
Reports to:	Client Services Manager
Key relationship:	Client & Garden Manager
Direct reports:	None
Hours:	14 hours / week
Contract:	Permanent

Main Purpose:

To ensure that all clients at Birmingham have a positive experience, from referral and onboarding through to accessing appropriate client progression opportunities.

To ensure that service delivery at Birmingham is supported by volunteers through the co-ordination of good recruitment, induction and management processes.

Key responsibilities:

Client Co-ordination

- Manage the referral routes and local relationships to ensure a full complement of people engage on Thrive programmes
- Manage referral documentation in line with organisational requirements
- Ensure that all client data is accurately recorded, maintained and updated in accordance with agreed systems and processes
- Work collaboratively with STH Practitioners to set up and review clients' Individual Development Plans (IDPs)
- Identify areas of ownership for IDP sections to develop and monitor progress with clients
- Actively participate in client reviews and feedback surveys, ensuring that the clients can input their views and experiences
- Build and maintain productive relationships with local organisations able to offer work placements, job and volunteering opportunities for clients
- Provide guidance to clients on their CV, applications and interview skills for work placements, job and volunteering opportunities

Volunteer & Support Co-ordination

- Manage the volunteer recruitment process for [Reading/London/Birmingham], ensuring that there are sufficient volunteers to support all client programmes, plant sales and other functions as determined by the Client & Garden Manager
 - Work with the Resources team to place adverts for volunteer opportunities at [Reading/London/Birmingham], assess applications, process DBS checks and request references
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- Ensure that induction and training is provided for new Volunteers at [Reading/London/Birmingham] in accordance with Thrive policies; facilitate volunteer taster days as appropriate
- Provide a point of contact for all [Reading/London/Birmingham] volunteers to ensure they are supported in their roles, including holding regular volunteer meetings and providing materials for volunteer newsletters
- Ensure that all volunteer data is accurately recorded, maintained and updated in accordance with agreed systems and processes
- Provide support to the Client & Garden Manager on the management and utilisation of Zero-hour workers
- Work collaboratively with the Resources team to update and maintain the volunteer handbook and paperwork.

General & Financial Administration

- Assist with the preparation of reports and monitoring against agreed targets, standards, outputs and outcomes
- Ensure all registers and sign in sheets are updated when clients and volunteers start/leave
- Provide support to ensure the smooth running of corporate volunteering days
- Manage the petty cash held at [Reading/London/Birmingham] and cash up tills & collection points from plant sales when required. Ensure that financial procedures are followed, and that financial information is prepared on time.
- Ensure that appropriate stocks of stationery and cleaning products are maintained
- Act as a point of contact for the [Reading/London/Birmingham] Centre to enable facilities and infrastructure contractors to complete contracted works
- Monitor and respond to the team's mailbox and phone enquiries.

One Thrive

- Assist colleagues across Thrive with access to suitable case studies, testimonials, feedback, data and photographs from [Reading/London/Birmingham] to support funding bids, funder reports, commissioners' reviews/audits, communications and campaigns
 - Input to and support local events, representing Thrive to local stakeholders, including community groups, to increase awareness of and engagement with the charity.
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Person Specification

Area	Essential	Desirable
Knowledge and Skills	<ul style="list-style-type: none"> ▪ Using a CRM (Customer Relationship Management) database. ▪ Competent IT skills ▪ Understanding of people living with a disability, disadvantage or vulnerability ▪ Previous ▪ Excellent verbal and written communication skills ▪ Strong personal organisation and co-ordination skills 	<ul style="list-style-type: none"> ▪ Understanding of dealing with people living with disability, disadvantage, or vulnerability ▪ An interest in horticulture
Experience	<ul style="list-style-type: none"> ▪ Previous administration experience ▪ Able to juggle sometimes competing priorities and meet deadlines ▪ Ability to follow a process 	<ul style="list-style-type: none"> ▪ Working with volunteers ▪ Working within the Third Sector
Personal qualities	<ul style="list-style-type: none"> ▪ Energetic and action orientated with a 'can-do' attitude ▪ Good interpersonal skills ▪ Resourceful and confident in using own initiative /Ability to work without close supervision ▪ Highly organised ▪ Professional approach ▪ A creative thinker able to find solutions to securing funding for organisational needs, ▪ A cheerful team player, responsible and self-motivated, ▪ Flexible and non-judgemental approach to people and work ▪ Ability to deal with information in a confidential and sensitive manner 	
Other	<ul style="list-style-type: none"> ▪ Committed to the work of Thrive ▪ Willing to undertake some out of hours work 	

Overview of Terms of Employment & Benefits

Salary: £21,000 pa pro rata (£8,400)

Contract: Permanent

Location: Thrive Reading, some home-based working possible. The role will involve travel to other Thrive Centres and elsewhere to support delivery of Thrive's Services

Working hours: a normal working week is 14hrs, Monday to Wednesday 9.00-13.45pm although some flexibility of working hours may be required and given the nature of Thrive's services working on evenings or Saturdays and Sundays is undertaken from time to time, in which case days off in lieu may be granted.

Probationary period: there is a probationary period of 6 months for new employees, with reviews at 3 months and 6 months. Thrive may extend this period of probation if necessary.

Notice periods: during the probation period, the notice period will be 4 working weeks. After the probationary period, the notice period will be 8 working weeks.

Holidays: annual holiday entitlement is 25 days, rising to 27 days after 5 years, pro rata for part time posts. In addition to annual holiday entitlement, you are entitled to all statutory holidays and bank holidays, or if work is undertaken on those days you are entitled to straight days off in lieu.

Sickness absence: Full salary for the first 20 days; half salary for the next 20 days; subsequent absences at nil salary (apart from any SSP entitlement) until return to work.

Death in Service Benefit

Employee Assistance Programme: The EAP offers a range of services that are designed to offer you a happy and fulfilling life. This includes access to free counselling services and several information helplines.

My work life solutions: My Work/Life Solutions is your online portal where you can access and manage all your benefits in one convenient place. You have access to a range of discounts and offers on hundreds of retailers.

To Apply:

Please send your CV and a written statement explaining how you meet the full person spec and what you will bring to Thrive, to recruitment@thrive.org.uk by **5pm Thursday 15th October 2021**.

To achieve our goal of engaging as many people as possible in 'gardening for health', we know that our employee team needs to better reflect and represent all of our communities. Therefore we particularly welcome applicants from a Black, Asian and Minority Ethnic background, and disabled people, as these groups are currently under-represented among Thrive's employees.

Thrive are a Disability Confident Employer and as such we are committed to the employment and career development of disabled people and will offer an interview to give you the opportunity to demonstrate your abilities at an interview, if you declare that you have a disability and meet the minimum criteria for the job.



By 'minimum criteria' we mean that you must provide us with evidence in your application which demonstrates that you generally meet the level of competence required for each competency as well as meeting any of the qualifications, skills or experience defined as essential.

Successful appointment to this post will be subject to satisfactory references and Disclosure & Barring Service checks. Thrive complies fully with the DBS Code of Practice. Having a criminal record will not necessarily prevent an individual from working for Thrive.

Charity No. 277570

Company No: 1415700