**Hub Assistant**

**Job Description**

**Responsible to:** Access Hub Manager

**Responsible for:** N/A

**JOB PURPOSE**

To be the first point of contact for all initial enquiries and visitors to Onside, providing excellent customer service to external agencies, other professionals, service users and Onside team members.

**MAIN RESPONSIBILITIES**

* To be the first point of contact for all enquiries/referrals in to the organisation, demonstrating a professional, empathic and efficient response in line with agreed timescales
* To be the first point of contact for welcoming visitors to the organisation, ensuring they have a positive experience and all visitors comply with company protocols
* To assess initial referrals ensuring key information is completed in order to progress to triage
* To screen calls and requests for services to effectively signpost internally and externally
* To follow up where incomplete referrals have been received
* To support the Access Hub Manager in the administration of the Appropriate Adult service, to include compilation of on call and AA rotas, and subsequent updating of CRM system
* To provide accurate and up to date information when responding to enquiries
* To assist in keeping the Access Hub Information Database current, relevant and updated
* To be part of the wider service delivery team, keeping up to date with service developments ensuring we continue to meet the needs of service users
* To work with the Access Hub Manager, to provide updates and accurate information on case allocations and status
* To accurately log and record information to the Onside CRM system in accordance with referral protocols
* To ensure confidentiality, data protection and GDPR requirements are met at all times
* To immediately escalate to the Access Hub Manager any complaints, safeguarding or health and safety concerns
* To work flexibly within the Access Hub to ensure continuous services during core office hours
* To assist with the evaluation and feedback processes as directed by the Access Hub Manager
* To carry out general office duties as part of the role, to include: car parking, post, PPE, First Aid etc

**In addition, all Onside employees are expected to:**

* Work within the organisation’s stated principles and values, adhering at all times to the organisational policies, procedures and guidelines
* Demonstrate a commitment to equal opportunities, social inclusion and individual empowerment
* Show a commitment to personal, professional and organisational development.
* Contribute to organisational promotional and networking activities.
* Work flexibly and co-operatively with colleagues to support the needs of the organisation
* Support the charity’s fundraising activities

**Onside People:**

* are **passionate** about what they do
* **value difference**
* are **creative** in their approach
* are committed to **fairness and justice**

While the job description provides the main duties and responsibilities for the position, it is not definitive and employees are expected to carry out any additional duties compatible with their skills and abilities. The above may be subject to change and alteration from time to time with the prior agreement of the job holder.

Signed……………………………………………………………. Date………………………………

Print Name……………………………………………………………………………………………...