Onside work with over 5,500 people each year to ensure that vulnerable people are treated fairly and with respect and their views, wishes and needs are taken in to account in decisions affecting their lives. Onside aims to strengthen communities, reduce loneliness, give people a voice, and empower individuals to make positive choices

**Are you determined to make a difference, looking for a new challenge, and enjoy working in a dynamic and fast paced environment?**

If you want to work for an organisation that strives to support and empower people to live the very best life possible this could be the opportunity for you.

You will be part of the Onside Access Hub, dealing with all communications into the organisation from a wide range of service users, volunteers and professionals. Your professional, kind and empathetic approach will ensure that all enquires, service referrals, requests for information and visitors to the office, are dealt with compassionately and effectively.

**Access Hub Advisor**

**Salary £19,500 to £22,500 Full Time Equivalent**

**16 hours per week**

You will be responsible for triaging and processing all levels of referrals, inputting into the Client Relationship Management database and then allocating to the appropriate service based on client needs and service eligibility. You may also provide an immediate support service where appropriate and signpost to other external agencies and services. You will play a key role in co-ordinating and supporting the Volunteer led Advocacy Clinics and will support and deputise for the Access Hub Manager.

**Access Hub Assistant**

**Salary £17,000 - £19,500 Full Time Equivalent**

**20 hours per week**

You will be responsible for triaging all contacts to the organisation, inputting into the Client Relationship Management database, ensuring all relevant information is accurately recorded. You will screen calls and requests for services to effectively signpost both internally and externally and will maintain a Services Information Database. You will also carry out other general administrative duties, such as dealing with the post, car parking, PPE and First Aid.

For both roles, you will have experience of working within a customer focussed environment and an understanding of issues faced by vulnerable and disadvantaged adults. Your positive approach and the ability to really connect and engage with people, will ensure you deliver great customer service in a friendly, encouraging and supportive way. We are looking for excellent communicators with strong administrative, planning and organisational skills.

Onside is committed to valuing and supporting its employees and the local community whilst providing high-quality services

If this sounds like an opportunity that excites you, we would love to hear from you.

**Closing Date for applications is 5pm Monday 26th October 2020**

**Interviews: week commencing 2nd November 2020**

For an application pack:

Visit our Website [www.onside-advocacy.org.uk/recruitment](http://www.onside-advocacy.org.uk/recruitment) or

Contact **Emma Powell/Katie Hooper Tel 01905 27525 / email: recruitment@onside-advocacy.org.uk**

For an informal discussion contact:

**For an informal discussion contact Viv McLaughlin on 01905 27525**