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.

**Access Hub Advisor**

**Salary £19,500 per annum Full Time Equivalent**

**(pro rata for part time hours)**

**30 hours per week (Mon/Tues/Thu/Fri)**

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.

You will be responsible for effectively triaging all contact into the organisation and processing referrals, ensuring relevant information is accurately recorded on the CRM database. You will efficiently allocate to the appropriate service based on client needs and service eligibility, and signpost to other external agencies and services where necessary. You will help provide an immediate support service where appropriate and play a key role in supporting both the Access Hub team and wider Onside Team. This role will also support, and where necessary, deputise for the Access Hub Manager.

To be successful in this role 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 July 2021**

**Interviews: Week commencing 2nd August 2021**

For an application pack:

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

**email: recruitment@onside-advocacy.org.uk**

For an informal discussion contact:

**For an informal discussion contact Lindsey Crocombe on 01905 27525**