



Application Pack

**Job Description – Receptionist
ACE (Action in Caerau and Ely)**



Registered in Wales and England No. 7623914
Registered Charity No. 1150422



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Overview of the Post

Position: ACE Receptionist

Location: Ourplace Dusty Forge, Ely, Cardiff

Closing date: Midnight Sunday 18th Feb 2024

Job details

Hours: 12.5 hrs per week

Working days / Hours: Monday to Friday 2.30pm to 5.00pm (may be amended, from time to time, to suit the needs of the business)

Location: Dusty Forge

Salary: ACE Grade 1 £21893 pro rata (until 31st March 2024), increasing to ACE Grade 2 £23964 pro rata (from 1st April 2024)

Contract: Fixed term until March 31st 2025, reviewed annually funding dependent

ACE is looking for a Receptionist to be the first point of contact for the Dusty Forge. The role will include assisting ACE administration and coordination of ACE Buildings including usage, bookings, overseeing repairs and maintenance.

**To apply for this role complete the application form provided alongside this job pack
Please note we are unable to accept CV's in lieu of an application form.**

Please submit your fully completed application to:

Email: recruitment@aceplace.org

Or send a hard copy to:

Address: Our Place Dusty Forge, 460 Cowbridge Road West, Ely, CF5 5BZ

Deadline for submitting application: Midnight Sunday 18th February 2024

Interview date: Thursday 22nd February 2024.

If you have any queries please contact us on either the email above or:

Telephone no: 02920 003132

ACE: An Introduction

Mission

ACE – Action in Caerau and Ely is a community organisation located in West Cardiff. We have over 1000 local members, many of whom are active contributors to local community development and regeneration efforts. Over half our staff team live in Ely and Caerau. We base our work on the following principles:

- Local people know their community best
- Everyone has something unique to contribute
- Everyone's contribution should be valued equally
- Poverty should not be accepted as a fact of life
- Social injustice should be challenged and changed

These commitments lead us to take an approach influenced by theories of 'co-production' and asset based community development. This means we work with local people as full participants in the design and delivery of services and activities. We experience and treat our community not primarily as a problem needing solving but as a vibrant network of communities that has many assets and opportunities that have been undervalued and ignored – these include skills, knowledge, experience, social networks, good will, buildings, land, resources, culture and heritage. ACE has a high profile and strong reputation in Cardiff and further afield for developing these resources to serve a holistic approach to community regeneration, to create community resilience and to tackle poverty. We are increasingly called upon to support the development of similar initiatives in other areas of the city.

Vision

In this context ACE seeks to meet the need for:

- A local organisation that can coordinate, harness and promote a positive vision for our community
- An organisation that can coordinate and facilitate a range of responses towards this vision and can mobilise local people to participation and action
- A holistic approach to tackling a range of elements related to poverty that cuts across themes/silos (food poverty, fuel poverty, unemployment, underemployment, low educational attainment, poor physical and mental health etc)
- A clear and collaborative approach to developing a more resilient community

Ely and Caerau

Ely and Caerau (two ward areas in the west of Cardiff) together constitute the largest housing estate in Wales with a population of approximately 26,000. Built after the first and second world wars respectively, Ely and Caerau provided social housing and secure employment with local manufacturing companies. Between the early 70s and mid 90s all these employers closed or relocated their local functions. The legacy of this collapse of local employment is a community characterised by high unemployment and in-work poverty related to 'underemployment' in insecure, part time, low paid, city centre based service sector jobs. As a result, people in Ely and Caerau struggle with a range of problems related to poverty including:

- high levels of income-related benefits
- poor educational attainment
- poor health and life expectancy (4 years less than the Cardiff average)
- high levels of mental health problems

Ely and Caerau both feature in the top 10% of the Welsh Index of Multiple Deprivation.

Despite all this, Ely and Caerau exhibit many of the characteristics which might be called upon to contribute to community resilience, including: significant community spirit and pride, strong social networks, a rich heritage and history and a willingness to 'get involved' in local action.

ACE works with communities to achieve lasting positive change for an equal and just Cardiff. We believe everyone has something unique to contribute.

Job Description and Person Specification

POST: ACE Receptionist
PROGRAMME: Ourplace: Dusty Forge
RESPONSIBLE TO: ACE Senior Administrator

HOURS: 12.5 hours per week

Working days / Hours: Monday to Friday 2.30pm to 5.00pm (may be amended, from time to time, to suit the needs of the business)

SALARY: ACE Grade 1 £21893 pro rata (increasing to ACE Grade 2 £23964 pro rata from 01st April 2024)

OVERALL PURPOSE OF JOB:

To be the first point of contact at the Dusty Forge, assisting ACE administration processes and coordination of ACE Buildings including usage, bookings, overseeing repairs and maintenance.

ROLE SPECIFIC TASKS

1. To act as point of contact and receptionist for ACE buildings.
2. To welcome centre users and visitors.
3. To provide Administration support for ACE projects.
4. To assist the ACE Senior Administrator with day to day tasks.
5. To be responsible for processing of orders when required.
6. To coordinate front of house and building arrangements at Ourplace: Dusty Forge, including usage/bookings, repair and maintenance, updating calendars, storage of ACE equipment etc.
7. To coordinate other ACE estates, including usage/bookings, repair and maintenance, updating calendars, storage of ACE equipment etc.
8. To assist the ACE Director to develop and implement a healthy working environment for staff and volunteers.

PROJECT SPECIFIC TASKS

Community and Service Provider Involvement

1. With the rest of the team be fully involved in attempts to ensure the fullest possible involvement of people and local service providers in influencing service development by less formal means such as time credits, events, focus groups, engaging with groups and individuals etc.
2. To support and fully contribute to, a good communication strategy for the organisation e.g. web sites, social media, use of events, publicity campaigns etc.
3. To assist in attempts to engage with communities and service providers across the City where it may help ACE achieve its outcomes.

Working across team roles

1. To help establish and maintain project plans for work being undertaken by ACE that is both role specific and general to the work of the whole team.
2. To support colleagues in delivering their own role specific work programmes and receive support from them in turn.
3. Help recruit and support volunteers involved in the work of ACE.
4. Help to embed the values of co-production into all aspects of the work of ACE.

Training

1. To undertake continual professional development as required for ACE.
2. To help prepare and implement training and development programmes that support both individuals and organisations.
3. To participate fully in supervision and appraisal processes.

GENERAL TASKS

1. To work within and promote all of ACE's policies and procedures.
2. To keep accurate records including statistical information where appropriate.
3. To provide written reports and information as requested.
4. To work at other locations as and when required.
5. To attend supervision, training and meetings as and when required.
6. To work flexible hours as appropriate to the needs of the post (including possible weekend and evening working)
7. Any other reasonable duties requested by the line manager.

This job description outlines the general ways in which it is expected you will meet the overall requirements of this post.

The list of tasks is not an exclusive one and ACE may vary duties from time to time. This job description is subject to regular review.

Your application will be assessed on the following Person Specification. Please ensure you fully demonstrate how you meet the Spec in Section 4 of the ACE Application Form, which is provided alongside this job pack.

Personal Specification

QUALIFICATIONS AND EXPERIENCE

- Experience of working in an administration / receptionist role
- Experience of using social media – facebook, twitter etc.
- Experience of Microsoft office packages, Google packages or similar

KNOWLEDGE AND UNDERSTANDING

- A good working knowledge of administration process and procedure
- A good understanding of wellbeing/economic issues facing areas of deprivation, and how to overcome barriers to engage people
- Understanding of confidentiality and data protection issues
- Understanding of equalities and working to diverse needs

SKILLS AND ABILITIES

- Strong attention to detail with a methodical approach to work
- Capability of working within a process-driven environment
- Strong organisational and planning skills
- Ability to work as part of a team and on own initiative
- Build and maintain effective and supportive relationships with peers and partners
- Ability to communicate effectively with community members, staff and stakeholders in plain, easy to understand English and/or Welsh, both in writing and verbally
- Excellent communication and interpersonal skills, with the ability to support people who are distressed or angry
- Demonstrable customer care skills
- Demonstrable commitment to equality and diversity and a genuine desire to help people

ADDITIONAL JOB REQUIREMENTS

- Demonstrates resourcefulness, initiative and a positive 'Can Do' attitude, is solution focused and can see the overlaps with other streams of work
- Is adaptable and takes responsibility
- Is organised, confident, reliable, honest, punctual and enthusiastic
- A good team player who will support colleagues
- Possesses good ICT skills

Application Process

Deadline for submitting application: Midnight Sunday 18th February 2024.

Interview date: Thursday 22nd February 2024.

Application Forms:

For a job pack and application form please email recruitment@aceplace.org

Return completed applications to recruitment@aceplace.org

Or, please send a hard copy to:

ACE – Action in Caerau and Ely

Our Place: Dusty Forge

460 Cowbridge Road West

Ely

Cardiff

CF5 5BZ