

## Casual (Bank) Worker – Job Description

This job description is intended to be indicative of the main areas of responsibility. The duties may differ depending on the individual bank worker assignment. Examples of what might be expected during an assignment:

### 1.0 Purpose

1.1 To work closely with Branches Hostel staff at all times to ensure the highest possible standards of administrative support and housing management for all clients and visitors to Branches.

1.2 Work pro-actively, using initiative, when working a shift.

1.3 Communicate and interact with service users in a positive and non-judgemental way.

### 2.0 Key Tasks

2.1 Provide a professional, approachable and welcoming reception for all clients, visitors and callers to Branches Hostel.

2.2 Answer incoming telephone calls promptly and politely; and deal with queries in a timely manner.

2.3 Communicate confidently with service users at all times, using tact, diplomacy and sensitivity; and deal with requests, queries or questions promptly and effectively.

2.4 Record all information clearly, factually, and in a timely manner; and maintain accurate and up-to-date records.

2.5 Keep the reception area and ground floor office areas clean and tidy.

2.6 Provide assistance to service users with general cleaning of the ground floor communal areas.

2.7 Assist (photocopying materials, setting up meeting rooms etc.) Branches Hostel staff planning and delivering advice surgeries, group sessions or meetings for service users.

2.8 Promptly log any health or safety hazards identified.

### 3.0 Essential while on shift

3.1 Comply with Branches Hostel's financial systems, policies and procedures at all times.

3.2 Ensure that Data Protection and the confidentiality of all service users is respected and maintained at all times.

3.3 Comply with all ICT and operational systems, policies, procedures and guidelines at all times.

### **Casual (Bank) Worker - Person Specification**

- a) Previous experience of working in an organisation that provides support for vulnerable people
- b) An excellent customer service approach: understands the importance of taking ownership and responsibility for resolving enquiries
- c) Strong interpersonal and listening skills: approachable; confident in communications; non-judgemental; able to deal calmly with potentially challenging situations
- d) Previous experience of dealing with sensitive/confidential issues
- e) A willingness to help others
- f) Ability to demonstrate personal and professional integrity
- g) Ability to work effectively alone, using initiative, as well as within a team
- h) Accurate and methodical ways of working