



<b>Job Description</b>	<b>Apprentice Community Team Member</b>
<b>Salary</b>	£5.28 p/h
<b>Hours</b>	30 hours (31 <sup>st</sup> July 2023 – 31 <sup>st</sup> October 2024)
<b>Main purpose</b>	Responsible for providing customer service at Futures House reception and supporting the delivery of the MFF community programme.
<b>Responsible to:</b>	Chief Executive Officer, but reporting to Community & Youth Officer
<b>Location:</b>	Futures House, The Moakes, Marsh Farm, Luton

### **General Duties & Responsibilities**

We are a thriving charity based in Futures House, North Luton and are seeking to recruit for an exciting apprenticeship opportunity.

This is a unique opportunity for an individual who is enthusiastic about working within the Marsh Farm community to deliver front of house service at our thriving community hub, while gaining a Level 2 qualification in Customer Service.

<b>Day</b>	<b>Location</b>	<b>Hours</b>
Monday	Futures House	9:30am – 4:30pm (30 minutes paid lunch)
Tuesday	Futures House	9:30am – 4:30pm (30 minutes paid lunch)
Wednesday	Arndale House	9:30am – 3:30pm
Thursday	Futures House	1:00pm – 8:00pm (30 minutes paid lunch)
Friday		
Saturday		
Sunday	Futures House	9:30am – 12:30pm

*During the first four weeks there will be induction training and shifts may be different.*

*6 hours of learning delivered by Adult Learning Luton at Arndale House. Applicants must be able to commute to both Futures House and Arndale House.*

### **General Duties & Responsibilities**

- Greeting visitors to the centre and signing guests in and out of the building.
- Providing tours and information to visitors.
- Updating notice boards, social media and website with general information.
- Setting up community halls and meeting rooms for bookings.
- Answering general enquiries for Marsh Farm Futures over the phone, email and face to face enquiries.

- Liaising with the wider Marsh Farm Futures team.
- Supporting the Community and Youth Officer in the delivery of projects at Futures House.

### **Community Fridge**

- Responsible for the delivery of Marsh Farm Futures' Community Fridge project.
- Registering community members as fridge users and keeping records up to date.
- Coordinating food collections and deliveries with volunteers and partners.
- Perform regular cleaning duties and deep cleans on the community fridge.
- Supporting members to access the fridge through the logging in/out system.

### **Level 2 Customer Service Certificate**

The Apprentice will:

- Make a positive commitment and contribution to your own learning and development.
- Follow employer's rules and procedures.
- Accept responsibility for own learning and ask for help when needed.
- Attending regularly and punctually all timetabled sessions and appointments, accounting for any absence.
- Inform Luton Adult Learning of any changes to employment and/or personal details.
- Complete and submit all work on time and to the required standard.
- Behave in a manner that reflects the attitudes and policies of the employer and does not bring them into disrepute.
- Comply with all Health and Safety policies and procedures.
- Complete Health & Safety Assignment promptly and return to Caseload Officer
- Adhere to Luton Adult Learning's Equal Opportunities Policy
- Provide feedback (e.g., via the questionnaires, smart assessor) of the service provided within the apprenticeship program.
- Be respectful and polite to all members of staff.
- Bring any concern which may affect learning promptly to the attention of a member of staff, so that appropriate support can be offered.

The job description is not an exhaustive list of duties and may be reviewed considering changing needs and priorities as reasonable, required by the CEO.

## Person Specification

This acts as selection criteria and gives an outline of the type of person and the characteristics required to do the job.

Essential (E) :- without which candidate would be rejected

Desirable (D):- useful for choosing between two good candidates.

**Please ensure, when completing your application form or providing a CV, you give clear examples using criteria headings listed below of how you meet the essential and desirable criteria**

Essential/ Desirable	Criteria
	<b>Education and Experience</b>
E	GCSE English at grade 4/C or Level 2 equivalent
E	GCSE Maths at grade 3/D or Level 1 equivalent
E	Experience interacting with people from a diverse range of backgrounds
D	Experience in a customer facing role
D	Level 2 Food Hygiene Certificate
	<b>Personal Attributes</b>
E	Ability to work independently and take ownership of learning.
E	Display enthusiasm and a positive attitude for working with the local community.
E	Commitment to supporting equal opportunities, inclusion and diversity.
E	Flexible and adaptable – in tune with the needs of the organisation which strives to deliver impressive results with modest resources.
D	Committed to continuous self-development.