

Information for Applicants

Job title: Conference Centre Job Coach

Contract: Temporary (6 months) initially.

Location/s: Carlisle Conference Centre

Hours: 37.5hrs per week

Salary: £19,190

Additional Benefits:

- A pension contribution of 6%
- Annual Holiday entitlement of 28 days FTE (4 weeks plus 8 bank holidays)
- Additional 6 days (FTE) at Christmas – specific dates confirmed each year dependent on when the Christmas period falls and business needs
- Length of service increments (holidays)

Location

- The office base is normally the closest office to the successful candidate; however, this is not always the case and can be dependent on business needs

Driving –

- A current driving licence and access to own transport is **desirable but not essential** for this role.
- If driving is applicable, it requires you to have the appropriate ‘business use’ insurance in place as occasional business use of your car is required to carry out tasks, such as (but not limited to) the following:
 - travel to customer or business meetings
 - running business errands during the day
 - travel between different People First business sites
 - transporting colleagues/volunteers/members/customers or business contacts, for example, to business meetings, AGM, or self advocacy groups
 - making deliveries or collections
 - carrying extra equipment

Who we are

People First is a registered charity and company limited by guarantee, providing a wide range of support and information services across the North of England, aimed at helping people to live informed, respected, healthy and fulfilled lives. We have been delivering services for 30 years and have a deep understanding of our communities and the unique challenges they bring. The role will be part of People First Services, a registered charity, the object of which is the relief of people with a learning difficulty. Our Head office is based in Carlisle, supported by offices in Barrow and Leyland.

The Department

The Education, Research and Inclusion team host a number of projects focussed on personal development and inclusion. We are based in the People First Conference Centre in Carlisle which is hosted by people with learning difficulties and/or autism whilst gaining qualifications.

An opportunity has arisen for a Conference Centre Job Coach who has experience of working with a diverse range of people in a kind and compassionate way. We are seeking someone who has lots of enthusiasm and is passionate about peoples' rights and personal development.

Our learners are working in the Conference Centre and require support in this as well as supporting educational elements based on Open Awards accredited programmes. As the project develops we aim to recruit more learners and staff.

The Person

The main purpose of this role is to support our learners to undertake the work tasks involved in running a Conference Centre as part of the Hospitality Academy. This includes practical jobs, maintenance and cleaning of the building, keeping rooms tidy and prepared, hosting, meeting and greeting, reception work, setting up rooms, preparing and serving food and drink and supporting people on outside work placements. You will also become a key member of the Conference Team and support the wider function of the Conference Centre.

Additionally educational work underpins the practical sessions. Generally this takes place in workshop sessions guided by a tutor but this can be an area you can be supported to develop and lead yourself as well. The learners are studying for units under Open Awards programmes and require support in building their portfolios. The programme is run by qualified teachers, assessors and IQAs. As part of your development you will be offered the chance to train in these areas as well. We currently work with eight learners but this number will be expanding as demand for our courses grows.

We are seeking a candidate who is compassionate and understands that good support requires understanding and the ability to facilitate rather than lead. You need to be able to

work well in teams and be passionate about getting the best out of people's strengths and abilities.

You will work closely with the both the Education, Research and Inclusion Team as well as the Conference Centre Team.

Person Specification

- Experience in hospitality and experience of training/mentoring others
- Excellent communication skills.
- Self motivated, enthusiastic and eager to share their passion with our Hospitality Academy and other learners.
- Excellent attention to detail and commitment to maintaining the highest of standards in the Conference Centre.
- Capacity to work with a diverse range of people.
- Enhanced DBS check.
- Commitment to equality and diversity.
- Driving licence and access to own transport is desirable.
- Desirable - IT skills. Be able to use programmes such as Microsoft Office, Outlook, and be able to undertake relevant training as required.

Duties

- Practical Learner Support: supporting learners to prepare for events in all areas within the Conference Centre and deliver exceptional customer service.
- Support learners in their educational tasks.
- Provide structure and continuity around tasks and record activities.
- The role requires accurate record keeping supporting the learners in keeping Health and Safety records.
- Work closely with Education and Conference Centre team on organising weekly activities.
- Report to supervisor.
- Liaise with parents/carers where appropriate.
- Must be flexible and able to work weekends, early starts and evenings as required.
- Contribute to the wider People First organisation and activities as appropriate.

The Appointment

Applications should include:

- completed application forms A & B
- the supporting information should be no longer than 2 sides of A4

People First is an equal opportunities employer and is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. Applicants must be willing to undergo

a DBS check and any other safeguarding checks as appropriate to the post. The appointment will be subject to the satisfactory outcome of these checks.

One referee should be the applicant's current or most recent employer. Please note that references will not be accepted from relatives or from people writing solely in the capacity of friends. References will be sought on the successful candidate following the interview process however; we may approach previous employers for information to verify particular experience or qualifications, prior to interview. The appointment will be subject to the receipt of satisfactory references.

All candidates invited to interview must bring documents confirming any educational and professional qualifications referred to in their application form. Where originals or certified copies are not available for the successful candidate, written confirmation of the relevant qualifications must be obtained from the awarding body. Where the successful candidate has worked or been resident overseas in the past five years, we will carry out such checks and confirmations as may be required in accordance with statutory guidelines.

All candidates invited to interview must also bring with them:

- A current passport (if you do not hold a current passport, or you do not hold a British passport, then further evidence will be required as proof of the right to work in the UK)
- Driving Licence – photocard
- Official documentation evidencing your current address (e.g. utility bill, bank statement)
- Where appropriate, any documentation evidencing a change of name (e.g. marriage certificate)

All applications should be clearly marked:

Confidential – Conference Centre Job Coach

And emailed to recruitment@wearepeoplefirst.co.uk for the attention of Mr Barry Munro-Berry

or by post to:

Mr Barry Munro-Berry, HR Dept, The People First Conference Centre, Milbourne Street
Carlisle, Cumbria, CA2 5XB

To arrive no later than 5:00pm , Friday 30th October