



SESSIONAL HOST

Pay: £10.75 per hour (London Living Wage)

Hours: Variable hours but likely to be a minimum of 3 hours a week, over weekdays and weekends. However, you will remain on our books for ad hoc shifts.

Reporting to: Office and Service Coordinator

Background

The Winch is a children and young people's charity in Swiss Cottage, Camden. We work to ensure every child and young person can succeed, providing a cradle to career pipeline of care, opportunity and support.

We currently manage two buildings in NW3 (The Winch at 21 Winchester Road and Belsize Community Library on Antrim Grove).

The role

The sessional host is responsible for taking care of our buildings and facilities, and safeguarding our hirers. This includes, for example, covering reception and front of house duties at 21 Winchester Road or Belsize Community Library. Working mainly weekday evenings and at weekends, they will be expected to undertake the following tasks:

1. Open and closing the building at the beginning and end of shifts
2. Welcome hirers and their guests, and assist them in their use of the building; including providing an initial induction and orientation and resolving any queries or request for help.
3. Accept enquiries from members of the public, provide information about the Winch and ensure that messages are passed on to the appropriate person
4. Ensure the building is left in the condition in which it is originally kept (ensuring building is prepared for the next activity), including cleaning or tidying where necessary.
5. Understand the terms and conditions as they relate to the hirers agreement, and keep a record of hirers who breach any part of that agreement and report back to Office and Service Coordinator
6. Manage the health and safety of building users, including supporting evacuation in the event of a fire or other critical incident, and escalating issues or concerns where necessary.
7. Complete any administration duties, or other reasonable tasks, as allocated by the Office and Service Coordinator or the Chief Operating Officer
8. In cases of emergency, be able to respond to requests to undertake shifts within 24 hours
9. Be willing to support Winch events or activities.

Person specification

The sessional host will:

- Have excellent customer service skills
- Have strong communication skills, be able to provide information to members of the public and take clear messages for colleagues
- Work effectively with other hosts, cleaners and other colleagues at the Winch
- Be punctual, responsible and reliable
- Be prepared to take on additional tasks and responsibilities as required
- Be able to problem solve
- Be open minded to gaining new skills for personal/professional growth and development
- Have a good understanding of the ethos of the Winch, our aims, visions and missions
- Exhibit the Winch's values and positive behavior at all times

IMPORTANT NOTE

The Winch is committed to keeping children, young people and vulnerable adults safe from harm. The successful candidate will be subject to Enhanced DBS checks. They will also be required to undertake safeguarding and first aid training.

The Winch is committed to the principle of equal opportunity in employment and its employment policies for recruitment are designed to ensure that no job applicant or employee receives less favourable treatment on the grounds of race, colour, nationality, religion or belief, sex, sexual orientation, marital status, age, ethnic and national origin, disability or gender reassignment.

The Winch is committed to keeping all beneficiaries, visitors, staff, tenants, hirers and contractors safe during the Covid-19 pandemic and beyond. The Winch is 'Covid secure' and has in place risk assessments and safety protocols that **must** be followed.

To apply

Please apply by sending a CV to jade@thewinch.org as soon as possible – we are recruiting at the moment and will invite candidates in for interviews as we receive CVs.