

## **Senior Reception Support Worker - Woodleaze**

**We have an opportunity for a new colleague to join our Woodleaze team; Woodleaze is an exciting 24-hour high support 18-bed accommodation service for young people in Yate.**

**The Senior Reception Support Worker is the first contact that many people will have with Woodleaze, so this is a key role in providing a welcoming, supportive, and effective service.**

**We are passionate about what we do, and we work hard to make a positive change to young people's lives. Join us and be a part of this amazing effort to end youth homelessness!**

We are particularly keen to increase applications from ethnic minorities, Muslim and male candidates as they are currently under-represented in our organisation. We would also like applications from people with relevant lived experience.

**Please find full details of how to apply via our website in the advert below. The deadline for application submissions is 09:00am Monday 13 June 2022.** If you need an adjustment to be made to any part of the recruitment process, please let us know as soon as possible

We are a leading youth homelessness charity based in the Southwest, working with over 1,500 young people. We have strong local partnerships and adhere to the best practice in the sector. We build trusting relationships between our young people and our colleagues, and this is at the core of our work.

### **What we are looking for:**

- You engage young people with confidence and passion. You love being around them and working with them.
- You can line manage others with confidence; you can coach and support them with passion.
- You are super-organised and efficient, with great attention to detail; you can develop efficient systems and processes.
- You thrive when working under pressure, juggling tasks whilst remaining positive and focussed.
- You have a good grasp of what it means to work in a confidential manner, and you do this sensitively and discretely.

If you have transferrable skills and you are interested in this role, but you are worried about the application process, please get in touch with the recruiting manager. We encourage you to have an informal chat with the recruiting manager to discuss how your personal or professional experience and skills could be transferred to this role. Details of how you can do that are in this advert.

### **What you will be doing:**

- By being well organised, efficient and effective you will help the project workers, and manager with support and a whole host of housing management tasks.
- Through joint working with colleagues in other teams, you will facilitate a welcoming, professional and efficient reception service.
- By being attentive and conscientious about the environment in which you work and in which our young people live, you will make sure that the communal areas of the hostel

are clean and that any maintenance issues affecting the health and safety of the building are promptly reported.

- By being vigilant and responsible, you will ensure the security of the building when on shift.
- By being well organised, efficient and effective, you will develop efficient recording systems and processes, ensure accurate and timely record keeping.

You will be in the Woodleaze team and your line manager will be our Woodleaze Manager.

#### **What we are offering:**

- Never a dull day, in a busy but rewarding environment.
- An opportunity to gain skills in line management, coaching and mentoring.
- 30 days holiday or a day in lieu if working a bank holiday (pro rata for part time).
- A friendly and welcoming team and organisation.
- Regular supervision, yearly Personal Development Review and a listening/learning environment.

#### **Contract details:**

- **Hours per week:** 25.5 hours per week (this represents 0.633 FTE)
- **Contract type:** Permanent
- **Pay:** £21,695 - £23,023 per annum (pro rata based on 0.633 FTE)
- **The location:** You will be based in Woodleaze in Yate, within walking distance of the train station with excellent links to central Bristol.

#### **Application information:**

- To access the Job Pack for this role and submit an application, please visit the vacancy page on our website:  
<https://1625independentpeople.peoplehr.net/Pages/JobBoard/Opening.aspx?v=8c8313d2-e85a-4690-becc-ff1344797471>
- Please refer to the Cover Letter guidance below to ensure your application can progress to the shortlisting stage.
- To have an informal chat about the role, please contact [woodleaze.recruitment@1625ip.co.uk](mailto:woodleaze.recruitment@1625ip.co.uk)
- If you have any queries, please email [jobs@1625ip.co.uk](mailto:jobs@1625ip.co.uk)

#### **Important dates:**

- Application deadline closes: **09:00am, Monday 13 June 2022.**
- If you have not heard from us by **Wednesday 15 June 2022**, please assume that your application has been unsuccessful on this occasion.
- Interviews are on **Wednesday 22 and Thursday 23 June.**

#### **Covering Letter / Supporting Statement Guidance**

**Please note that the online application form cannot be saved until it is fully complete. We recommend that you prepare your Covering Letter before you start the online application.**

**Your Covering Letter is essentially your Supporting Statement and will form the most important basis on which your skills, experience and behavioural competencies will be tested against the job criteria. Without it, your application cannot progress to the shortlisting stage.**

**You should refer to the Person Specification document within the Job Pack and cover only the elements that are tested at this stage of the recruitment process. Elements that only have the word 'interview' next to them will be tested at the next stage of the process and do not need to be covered in your letter.**

**Please try to keep the word limit to 250 words per criterion.**

**ALTHOUGH THE APPLICATION FORM GIVES YOU THE OPTION TO UPLOAD A CV, PLEASE DO NOT SUBMIT A CV AS THIS IS NOT NECESSARY AND WILL NOT BE USED IN THIS PROCESS.**

**Equal opportunities for everyone:**

We safeguard and promote the safety and welfare of children, young people and vulnerable adults. Any job offer will depend on a satisfactory DBS (Disclosure and Barring Service) Barred List Disclosure Check.

We believe those with a criminal record should have an equal chance to become employees or volunteers. We also pride ourselves on being an equal opportunities employer for everyone regardless of age, disability, gender identity, race, religion and beliefs, sex and sexual orientation.

Please see our Policies section on the website, for further information.