

Job Description

JOB TITLE:	NEWday Front of House Coordinator
HOURS:	35 hours per week
USUAL HOURS:	Monday to Friday 7:30am - 2:30pm onsite.
CONTRACT:	Fixed-term contract until 31st March 2025 (subject to extension, depending on funding)
PAY:	£13.15 per hour (£23,933 per annum)
LOCATION:	NEWday Centre, Bobby Moore Sports Pavilion, East Ham, London E6 2SG
RESPONSIBLE TO:	NEWday Manager (Abbie Russell)
RESPONSIBLE FOR:	To provide front of house support, making sure those who come to our day services in Newham are welcomed and our offers of food, laundry, showers and the overall environment are delivered to a high standard.
WORKING WITH:	You will work in close partnership with the team of NEWday advisors, including our NEWday Manager (Abbie Russell). You will also work closely with our Administrator (Aggie Osmolska) and Director (Angie Allgood).

NEWway Project is a Newham based charity, set up to support single adults facing homelessness in our borough. We believe that people thrive in situations providing **purpose** and **belonging**. We seek to be a place of safety, providing inclusive, person-centred, and supportive environments, where we can learn together. We are proud holders of the prestigious 'Excellence Practice Standard' Housing Justice Quality Mark. Further info can be found at: www.newwayproject.org.

NEWday is a commissioned day service, based in East Ham, for adults with no dependents who are experiencing homelessness in Newham. Alongside the provision of essentials such as food, clothing, showers, and laundry, we are a hub for a range of advice and health services. Our advisors support guests with casework and care plans, housing options, welfare benefits and debt advice, and complete assessments for our winter night shelter. We also work with partners on-site who deliver a range of health assessments and interventions, dental treatment, immigration advice, substance misuse support and employment, education and training advice.

NEWway also provides the borough's winter night-shelter, **NEWdawn**, and referrals and assessments are all conducted through our Day Centre.

AIMS OF POST

1. To open the building safely to welcome guests by 8am and to ensure the service is properly set up for the day.
2. To ensure the service is properly packed away at closure time of 2:30pm.
3. To oversee NEWday 'welcome' offer, including managing shower rotas, laundry rotas and NEWday food offer daily - ensuring all areas are in line with food hygiene and health and safety guidelines.
4. To manage a small pool of volunteers, including those guests who want to give back to our services by helping.
5. To de-escalate a difficult behaviour when it arises, with the support of other staff members.

MAIN DUTIES OF JOB ROLE

- Opening and closing of the service:
 - We hire our facilities, which is a multi use community centre, therefore you will ensure that our provision is set up and packed away at the end of our time.
- Monitoring NEWday food offer:
 - Ensuring that all deliveries are put away appropriately.
 - Checking the food stock weekly, and supporting online shopping.
 - Managing kitchen space - Keeping food spaces clean and tidy.
 - Being mindful of people's dietary requirements.
 - Being organised and making sure that breakfast and lunch are set up and put away
 - Having a good knowledge of food hygiene and ideally have a Food Safety and Hygiene Level 2 qualification. If you do not have this, be willing to complete this course.
 - Checking end-of-use dates.
 - Maintaining excellent levels of hygiene within the volunteer team.
 - Making sure that food provision is the highest priority, this often includes taking the initiative to make on the spot decisions regarding food provision.
 - appropriate times. Taking out frozen meals in the mornings for the day ahead.
- Monitoring Shower and Laundry Rotas:
 - Ensuring that our guests are offered support around personal hygiene, including showers and laundry.
 - Managing these rotas effectively.
 - Replenishing shower stock.
 - Ensuring clean towels are available each day.
- Monitoring NEWday storeroom:
 - Storing guests' belongings and ensuring they sign a 'Guest Belongings Agreement'.
 - Overseeing of clothes donations, replenishing and monitoring log books for clothes, sleeping bags, toiletries and packs and replenishing/ making up new packs for those rough sleeping.
- Line managing volunteers and helpers:
 - Empowering our guests to help and participate in running of our services, including giving them clear instructions and support in line with our policy.
 - Organising volunteer rotas.
 - Organising volunteer appreciation events and gifts.
- Person-centred approach:
 - Holding boundaries to ensure calm and respectful behaviour when entering the building.
 - Having good people skills and being prepared to work with vulnerable clients.

General duties

- Attending and effectively contributing to team meetings; highlighting issues and suggesting improvements to project delivery.
- Attending regular supervision, and being open to reflective practices and co-produced and collaborative ways of working.
- Being actively involved in personal development and attending training courses as appropriate.
- Keeping accurate records of expenses, receipts and donations.
- Working with the Project Administrator to compile monitoring reports for funders.

Person Specification

E=Essential, D= Desirable

Please note that the post-holder will be subject to an enhanced DBS check.

Experience of working directly with homeless and/or vulnerably housed adults	D
Strong communication, particularly verbal skills	E
Good organisational skills	E
Ability to manage multiple tasks at once	E
Being a team player	E
Experience of working in a community-based setting	E
RELATIONS WITH PEOPLE	
Commitment to person-centred practices and trauma-informed approach	E
Ability to work effectively in collaboration with colleagues	E
Ability to listen, empower and communicate effectively, with those traumatised by their circumstances, staff and volunteers.	E
Ability to treat guests and volunteers with respect and dignity, by listening, encouraging, and getting alongside	E
Experience of managing conflict or challenging behaviour within a work setting	D
Ability to support and encourage others to bring their skills and experiences, so as to provide co-produced services and opportunities to 'give back'	E
INITIATIVE AND INDEPENDENT ACTION	
Punctual and reliable	E
Ability to be self-motivated, generate and prioritise personal workload	E
Willingness to grow and learn and undertake required training	E
Able to work in an organised manner	E
OTHER	
Sympathetic to the Christian ethos of the project	D
Have a Food Safety and Hygiene Level 2 qualification or complete the training as required	E
Able to work onsite in fixed day time hours	E