



Managing and Developing the Forum for our visitors and tenants

We are looking to make an appointment to the following position:

Customer Advisor
(£10.56 per hour)

INFORMATION PACK

The Forum Trust Limited
The Forum, Millennium Plain
Norwich NR2 1TF

www.theforumnorwich.co.uk

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COMPANY OVERVIEW

The Forum opened to the public in 2001 and since then has been managed and maintained by the Forum Trust, an independent, self-financing charitable company. We are responsible for the main Forum building, 2 Millennium Plain and external areas around both buildings.

<i>Directly managed</i>	<i>Tenanted</i>
Forum Building	Millennium Library
Events and Exhibitions	BBC East and Radio Norfolk
Internal and external public spaces	Pizza Express and Café Bar Marzano
Gallery	Café Bar Marzano
Auditorium	CAB
Car Park	2 Millennium Plain offices and shops

Further information about the building's facilities and the events that can be enjoyed here can be found on our website: www.theforumnorwich.co.uk.

The Forum Trust has a small team of approximately 30 permanent staff, we also employ a team of casual staff for events.

JOB DESCRIPTION

Job Title: Customer Advisor
Location: The Forum Trust Offices, The Forum, Norwich
Reports to: Facilities Manager
Responsible for: Not applicable

Purpose:

To take a proactive approach in monitoring and maintaining the day-to-day safety, security and comfort of tenants, visitors and users of The Forum building and its environs.

Main Duties

Supervision

The post-holder is responsible to the Facilities Manager and the Assistant Facilities Manager and will be part of a fast-paced team dealing with health and safety, building developments and general customer services duties. The post-holder will plan and execute their own daily activities and those of Security and Cleaning staff on duty.

The post-holder will make emergency decisions in relation to raising alarms, evacuation and/or calling emergency services. They will take the initiative in keeping the Head of Estates and Facilities Manager informed of developments, requirements and incidents affecting the Forum complex.

In the absence of the Head of Estates, Facilities Manager and/or the Assistant Facilities Manager the post-holder will have responsibility for the general running and safety of the building and its occupants. They will also act as Duty Manager for the building when one isn't present, particularly on non-event days.

Procedures and Systems

The activities of the post must be carried out in accordance with policies, procedures and systems that have been devised and issued in line with operational and regulatory requirements.

Key Activities

- Supervise and direct the daily activities of the Security and Cleaning staff on duty ensuring the building is presented to a high standard at all times.
- Responding quickly and effectively to urgent maintenance requirements.

- Ensure that all activities and incidents are recorded fully using the appropriate forms/permits etc.
- Direct the opening and securing of the building (according to shift).
- Operate, monitor and prioritise the use of CCTV cameras within the control room in both a proactive and reactive manner, to maintain a safe environment for the public and other users of the building.
- Monitor all building management systems, responding to and action any alarms, faults that may occur
- Maintain the security of the control room environment and ensure that a record of all events and actions are accurately recorded in the Building Control Room diary.
- Ensure that a member of the Facilities/security Team maintains a continual presence in the Building Control Room whilst the building is open.
- Monitor security, safety and comfort in the common areas of the building and its environs and deal with problems or potential problems promptly and as appropriate by:–
 - Warning anyone at risk;
 - Taking direct action; and
 - Reporting to the Head of Estates, Facilities Manager and Assistant Facilities Manager
- Report emergencies and/or raise alarms if necessary. Complete all relevant paperwork and appraise the Facilities Manager of any recommendations for improvement.
- Provide high quality customer service to visitors, tenants, customers and other users, responding to requests and enquiries politely and effectively.
- Provide back up and help to colleagues and other tenants with tasks or situations, which require help.
- To be aware of and respond to the needs of people who may have special needs.
- Assist in setting up, running and clearing up events held in the common areas as required.
- Monitor car park equipment and carry out routine maintenance, repair and fault reporting.
- Liaise with contractors and sub-contractors to ensure all contractor staff have followed the relevant booking in procedures.

- Supervise routine maintenance and general upkeep duties to ensure that the building is clean and safe at all times.
- Provide call-out, standby services and cover for colleagues for absences and breaks as reasonably required.
- Take a proactive approach in maintaining high standards of health and safety at work and complying with all policies and procedures.
- Promote a positive view of the Forum, its tenants and The Forum Trust Limited.
- Assist other members of the Forum Team in pursuit of their objectives. Foster good team spirit and actively participating in training initiatives.
- Carry out any other activities which fall within the scope of the post and which are at a similar level of responsibility.

Person-profile: Customer Advisor

Selection Criteria: A = Application Form I = Interview D = Desktop or other practical exercises	Essential or Desirable	Assessment Method (A, I, D)
Experience		
<ul style="list-style-type: none"> • Experience of working within a customer services/facilities role 	E	A, I
<ul style="list-style-type: none"> • Working knowledge of health and safety in the workplace 	E	A, I
<ul style="list-style-type: none"> • Experience in managing incidents and administering first aid 	E	A, I
Qualifications		
<ul style="list-style-type: none"> • Good IT skills and general administrative experience 	E	A, I
<ul style="list-style-type: none"> • Willingness to undertake a first aid at work course 	E	A, I
<ul style="list-style-type: none"> • Willingness to undertake an enhanced DBS check 	E	A, I
Skills:		
<ul style="list-style-type: none"> • Self-motivated and the ability to work on your own initiative 	E	A, D
<ul style="list-style-type: none"> • Proactive approach to customer service 	E	A, I
<ul style="list-style-type: none"> • Excellent written and verbal communication skills 	E	A, I, D
<ul style="list-style-type: none"> • Excellent team working approach 	E	A, I, D
<ul style="list-style-type: none"> • Ability to organise and multi-tasking in a fast-paced environment 	E	A, I, D
<ul style="list-style-type: none"> • Ability to remain calm and provide effective solutions to problems whilst under pressure 	E	A, I

MAIN TERMS AND CONDITIONS

Detailed below are the main terms and conditions of employment:

Hours

Your core hours of work will be 18 hours per week, over two days, including weekends. The shift will either be 6:30am to 3:30pm or 3:30pm to 12:30am.

Payment of Salary

Monthly Bank Transfer on the 20th of each month.

Annual Leave

Leave allowance is 25 days per annum plus bank and public holidays. This will be pro rata for part time.

Pension Arrangements

The Forum Trust will make a contribution of up to 5% of salary matched by an employee contribution, once the probation period has been successfully completed.

Probation

There is a three-month probationary period for all new starters.

Equal Opportunities Policy

We are committed to equal opportunity in employment and recruitment. Applications are considered on the basis of their suitability for the post regardless of sex, race, ethnic origin, disability, age, marital status, domestic responsibilities, sexual orientation or religious affiliation. Suitability will be assessed on the basis of factual information provided by candidates. Give as much information as possible, including information about experience gained outside employment and any other factors or circumstances which you would like to be taken into account.

THE APPLICATION PROCESS

If you would like to apply for this position please forward either a completed application form or your CV both with a covering letter explaining why you feel you are a suitable candidate to our HR services provider, quoting reference TFT123

HR Team
Flagship Group

Email: Recruitment@Flagship-Group.co.uk

Application Forms can be obtained from: www.theforumnorwich.co.uk

To discuss this role in more detail, please contact Teresa Wood on 01603 727950

The Forum Trust Limited
The Forum, Millennium Plain, Norwich, NR2 1TF
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CLOSING DATE FOR APPLICATIONS: 1 October 2021

Interviews will be held at The Forum: **8 October 2021**

References will only be taken up after interview. The successful candidate will be subject to an enhanced DBS check.