



Nottingham & Nottinghamshire REFUGEE FORUM

Front of House Coordinator

JOB DESCRIPTION

Post:	Front of House Coordinator
Hours:	37 hours per week
Location:	Sycamore Centre, 33a, Hungerhill Rd, Nottingham, NG3 4NB
Salary:	£28,856 per year
Contract:	Fixed term for 12 months, any extension is dependent on funding
Responsible to:	Volunteering and Engagement Manager

JOB SUMMARY:

Nottingham and Nottinghamshire Refugee Forum is a vibrant local charity working with and for asylum seekers and refugees. Our community space welcomes more than 200 visitors per week, who come to seek specialised advice, to join one of our support groups, or to enjoy a meal in our café.

The role of Front of House Coordinator is responsible for coordinating the day-to-day running of our front of house area. This includes welcoming clients and visitors to the building, and ensuring the smooth running of our reception and community café Narjis.

Our reception is the first contact point for all visitors, including new and existing clients requiring advice, advocacy and referrals across the organisation and external agencies. You will be managing reception volunteers to support clients and visitors that come to Nottingham Refugee Forum and ensuring that we maintain a safe and calm environment for all. You will also be handling client enquiries and referring clients into other services, where appropriate.

Our community café Narjis provides a safe welcoming space for our clients and visitors. You will coordinate volunteers to prepare and serve 60-80 meals daily, manage the food budget, and order food for the café and food bank. Working with the wider staff team and volunteers you will support activities in the Café.

With support from staff and volunteers, you will actively promote a culture of welcome, diversity and mutual respect within Nottingham Refugee Forum.

MAIN DUTIES & RESPONSIBILITIES

Reception

- Welcome clients and visitors to the building in an organised way

- Manage reception volunteers, including planning weekly rotas to ensure adequate volunteers in reception each day
- Address initial client enquiries and refer to appropriate service
- Ensure clients and visitors adhere to safety guidelines & procedures
- De-escalate potential conflicts in an appropriate manner

Café Narjis

- Manage Community Café volunteers, including planning menus and weekly rotas to ensure adequate volunteers in the Café each day
- Ensure high food hygiene standards are upheld through kitchen management process and relevant training
- Create a safe, welcoming atmosphere in the Café through appropriate signage, resources and dedicated spaces
- Oversee the refreshments area and ensuring it is kept tidy and clean
- Monitor café budget and replenish stock of refreshments and cooking ingredients
- Order stock for our food bank
- Cook, as and when needed
- Keep accurate records and monitoring data and contribute to written reports and funding applications when required

Organisational Responsibilities

- To be an ambassador of the Nottingham Refugee Forum by upholding and demonstrating the organisational values and behaviours at every opportunity, through verbal, written and face to face communication
- Work collaboratively with other staff and departments to help prepare and set up events e.g. Refugee Week, and AGMs
- Participate in own supervision and appraisal process and attend staff and team meetings
- Any other duties which may reasonably be regarded as within the nature of the duties and responsibilities of the post, subject to the proviso that any changes of a permanent nature will be incorporated into the Job Description in specific terms, following consultation with the postholder
- The postholder will be required to undergo an enhanced DBS check for this position

This list of duties & responsibilities is not intended to be exhaustive. The post holder will be expected to perform additional tasks when required; these tasks will be in keeping with the general profile of the role.

PERSON SPECIFICATION

Candidates will be short-listed on the following specifications and need to address each of them in their application.

All relevant experience whether paid or voluntary, in the UK or overseas may be included. NNRF values different & creative ways of working.

E – Essential, D – Desirable

EXPERIENCE

- Experience of customer service delivery (E)
- Conflict resolution, including effective verbal diffusion techniques (E)
- Experience of managing staff or volunteers (E)
- Recent experience of providing advice or support (D)
- Have Food Hygiene level 2 certificate (D)
- Experience of working or volunteering with refugees and asylum seekers (D)
- Lived experience of forced migration (D)

KNOWLEDGE/COMPETENCIES

- Able to communicate with clients, staff and volunteers in a friendly manner (E)
- Able to remain calm and deal with challenging situations (E)
- Able to organise workload and prioritise tasks (E)
- Understanding of good food hygiene practices (E)
- Able to cook up to 100 meals on a small budget (E)
- Knowledge of the asylum system and the eligibility criteria affecting refugee and asylum seeker access to services (E)
- Knowledge of a range of statutory and voluntary sector services (D)
- IT competence including word processing, databases, use of the internet and email (knowledge of AdvicePro an advantage) (D)
- Fluency in a language of refugee communities (D)

PERSONAL CHARACTERISTICS

- Able to relate sensitively to a wide range of people from many different ethnic, religious and cultural backgrounds.
- Able to empathise with the life experiences of refugees and asylum seekers and recognise their possible effects on needs, attitudes and behaviour.
- Understanding of the importance of maintaining confidentiality and an awareness of measures that are needed to ensure it.
- Able to maintain good professional relationships with colleagues in other agencies.
- Able to work in a co-operative, supportive manner within a small team.
- Out-going, friendly personality; calm under stress.
- Good time-manager, able to work on own initiative.
- A self-starter who takes a proactive approach to work