# Resource Centre Assistant

## General Information

Job Title: Resource Centre Assistant

Location: Jones Court, Womanby Street CF10 1BR

Salary: Circa £13,000

Hours: Maximum 25 hours per week (there could be some flexibility in the number of hours worked)

Duration: One year fix term contract with option of extension and/or becoming a permanent role

Reports to: Centre Manager

## About us

Cardiff Institute for the Blind (some people call us CIB for short) provides local services and lifelong support, so that blind and partially sighted people can enjoy fulfilled lives.

We have 12 staff and around 150 volunteers working across South Wales and pride ourselves on providing an outstanding service to blind and partially sighted people and the family members, friends or professionals who support them.

## Purpose of job

We are seeking somebody who can act as a first point of contact for people who visit or telephone our centre in Cardiff, providing emotional and practical advice and support.

## Confidentiality

In view of the nature of the service and its users, the post holder is expected to maintain the highest level of confidentiality in all matters.

## Equal opportunities statement

CIB is committed to being an equal opportunities organisation. It is committed to promoting equal opportunities and preventing discrimination. This policy applies to both its service delivery and to its own employment practices. You will be willing and able to demonstrate commitment to CIB’s Equal Opportunities Policy.

### Key Functions/Main Tasks

1. To act as the first point of contact in greeting visitors to our centre, understanding and emphasising with people’s needs, answering queries, offering advice and signposting to appropriate services.
2. To give information and advice on accessible products and equipment, supporting people to buy or access them free of charge when appropriate.
3. Supporting with the stock keeping and sales process of products sold in the centre and ensure displays are well maintained.
4. To provide general administrative support within the Centre.
5. To support volunteers in the Centre where necessary.
6. Work co-operatively as part of the team and the wider organisation, including sharing information and taking responsibilities within it as appropriate.
7. Any other reasonable duties as from time to time directed.

**Person Specification**

**1. Knowledge**

1.1. Knowledge of issues and difficulties experienced by people with disabilities.

1.2. Knowledge of working/liaising with statutory and voluntary agencies.

**Desirable**

1.3. An understanding of different conditions that affect sight or sight loss in general and how it can impact on day to day life.

1.4. An understanding of the Equalities Act 2010.

1.5. An ability to communicate in Welsh.

**2. Skills**

2.1. Ability to communicate effectively, both verbally and in writing, adapting style to suit the audience.

2.2. Ability to take direction and manage time effectively.

2.3. Ability to take responsibility for own actions, make decisions without referring to others and use initiative.

2.4. Ability to quickly learn and use new information, such as when demonstrating technical products, explaining external services that are available to people or ensuring the organisation complies with the General Data Protection Regulations.

2.5. Ability to provide line manager with clear, concise written updates and oral presentations as and when required.

2.6. Ability to deal appropriately with sensitive issues and confidential information.

2.7. An ability to use Microsoft Office applications such as Word, Excel and Access and an ability to competently use the internet for work purposes.

2.8. Evidence of a flexible approach to meet the developmental needs of the post.

2.9. Ability to be receptive to and seek new ideas and methods of working.

**3. Special Conditions**

3.1. Appointment is subject to a Enhanced DBS check.

3.2. Willingness to do occasional local as part of the role.

3.3. A commitment to CIB’s Equal Opportunities Policy, ensuring the performance of all work is consistent with the Policy. This includes all staff activities and the interface with the general public.

.