



# VACANCIES

Week Beginning:

***Thursday 3<sup>rd</sup> October 2024***

Area:

**Central London Jobs**

For More Information Email:

**sibert@pdt.org.uk**

Telephone:

**020 72668255**

**\*\*For further information or to get an electronic copy of these opportunities please send request by email to the address above \*\***



**#npop**

## Night Concierge / Day Concierge

Hours: 4on 4off / 7am to 7pm / 7pm to 7am

Location: Westminster Green

Salary: £27k

### Job description

- Offering a warm and professional welcome to visitors and entering their details into the visitor log
- Overseeing the safe-keeping of the building's keys to allow access for maintenance and repairs when necessary
- Contributing to the maintenance of the building by reporting faults or damage to fixtures and fittings
- Overseeing deliveries and signing for packages when required
- Building a network of local contacts to ensure high-quality recommendations
- Acting as a first point of contact for queries and complaints
- Dealing with lost property and locating missing items

## Assistant Property Manager,

**Locations:** remote-working position

**Salary:** £30,000 to £35,000 per annum

We currently have a great remote-working opportunity for an Assistant Property Manager, overseeing developments in London locations such as Chelsea, Kensington and Belgravia. The role is primarily one of taking responsibility for the delivery of all services and actions on the Development and providing excellent levels of customer service to the residents and Client. It also includes fully supporting the Estate Manager wherever necessary. You will need to have a thorough understanding of Leasehold property management and the roles and responsibilities that we must deliver as a Managing Agent as you will lead on the fulfilment of these key tasks and ensure we comply with our contractual obligations.

### Requirements

- Build relationship with the SW Team and residents
- Attention to detail driven
- Good written and spoken communication skills
- Happy to take on regular repetitive tasks
- Methodical
- Good memory skills
- Presentable
- Property Experience

If this position is of interest to you please send your CV across.

Unfortunately, if you've not heard from us within two weeks, please assume your application has been unsuccessful on this occasion.

# Retail Sales Assistant - Covent Garden

Contract: Fixed Term Contract

Hours: 32 Hours Per Week

Location: Covent Garden

**Majestic Wine Covent Garden are looking for a dynamic, ambitious and driven individual who wants to grow and develop in a company that's revolutionising retail!**

## The Role

As a Sales Assistant you'll be supporting your store team with driving sales performance and the day-day running of your store. You'll deliver exceptional customer service and experience to optimise KPI performance. As a Majestic Wine Driver, you get the opportunity to meet and talk to different customers every day. That's why this role is about much more than just driving: it's about helping others and delivering great service, with a smile. Its hands on, physical and full of variety.

## Key Responsibilities

At Majestic Wine our Customers are at the heart of everything we do. In this role, you'll be an ambassador for the store in which you work, supporting the team to deliver an outstanding shopping experience for every one of our customers.

## Therefore, we are looking for people who:

- Drive store performance by maximising sales opportunities. Support your team on meeting and exceeding targets through focusing on KPI delivery
- Deliver exceptional market leading customer service to drive business growth through customer loyalty & repeat purchases
- Demonstrate that you make your own luck by offering your customers a VIP concierge service, actively contacting them with updates on products and tastings.
- Sell the story not the Discount. Demonstrate and share your passion for product with customers through an in-depth knowledge of our range.
- Take ownership for your wine knowledge, constantly learning about our products to support your WSET qualification and confidence in selling.
- Take accountability and pride for the physical appearance and maintenance of your store both internally & externally
- Involvement in all operational tasks required for the day-day operational running a Majestic Wine store - from delivering wine to our customers, merchandising stock deliveries and calling our valued customers to drive sales opportunities.
- Continuously identify opportunities to make improvements which will optimise the operational running of the store, feeding ideas back to your wider team so you can implement solutions together
- Ensure you remain fully compliant, safe & legal by following internal policies, processes and completing mandatory training.
- Be an example of Majestic's Ways of Working and source of support for more junior team members, feeding back to your Store Manager as appropriate.
- As a key holder you understand the opening and closing compliance and are confident to operate the store without your management team.

**Knowledge & Skills Required**

- Excellent time-management, delegation and problem-solving skills
- Be able to demonstrate your ability to deliver exceptional customer experience & service to every single customer
- Self-motivated, able to thrive when working alone and as part of a team
- A can-do attitude with a passion for seeing problems through to solutions
- Adaptable and resilient to meet the ever-changing demands of our business
- Excellent communication and time management skills
- Wine knowledge is beneficial but passion to learn more is essential to pass level 2 WSET wine qualifications
- Hold a full UK/EU/EEA driving licence for at least 12 months with no more than 6 penalty points

**What is in it for you:**

- Competitive Salary & Performance Bonus
- Up to 20% staff discount
- Career development opportunities - we are passionate about nurturing our internal talent, offering career progression supported by our excellent in-house training schemes!
- Fantastic incentives that take you around the world to explore our different vineyards.
- A contributory Company Pension Plan
- Life Assurance (Worth 3 times your annual salary)
- Uniform provided
- 29 days holiday, including public and bank holidays.
- PLUS invites to wine tasting events.
- Access to Retail Trust which includes: Retail Rewards including Instant savings with discounted e-vouchers, discounted reloadable shopping cards, gift vouchers and gift cards, Discounts of up to 30%, Access to free counselling and support phone line.
- Company maternity, paternity and adoption leave after 26 weeks.
- Long service rewards.
- Full training provided for your first 3 months with us, continued support throughout your career with Majestic Wine.
- Company sick pay scheme.

**Job Specifics:**

*On the occasions where we have high volumes of applicants, some roles may close earlier than the advertised end date in order for us to manage all of the applicants appropriately. We will only be able to offer individual feedback to those candidates who attend an interview.*

# Housekeeping Team Member - Part time

Travelodge

Hours: Part Time

Location: London

Salary: £11.44

## Job Description

Come and join our amazing team at Travelodge London Battersea as a Housekeeping Team Member on a Part Time contract, be part of a Fun, Energetic and family feel team with flexible working to suit everyone. No experience required for this role, we can coach and teach you everything you need to know!

## Just some of the benefits:

- Fun friendly environment
- 50% discount on rooms plus food and drink, as well as friends and family discount.
- £50 Travelodge voucher on each work anniversary
- Pension scheme totalling 8% (employer contribution 3%)
- Discounts off many high street retailers and mobile phone providers such as Vodafone.
- Opportunities to develop into Management roles through our 'Aspire Programme'

We have regular rewards and recognition activities such as 'FAB Fridays' and 'Housekeeping Heros'. Typical hours range from between 9/10am starts and 2/4pm finish, giving you the ability to work around family life. Your job will be to clean bedrooms, bathrooms and public areas to gold standards following our cleaning process.

If you feel you would enjoy a **Housekeeping Role** with us here at Travelodge then please click 'apply' now. We'd love to hear from you.

# Lunch Cover Receptionist

**Hours:** Monday-Friday / 13:00-14:00 (1 hour per day)

**Salary:** £13.15 per hour

**Location:** St Paul's (EC2V)

We are currently recruiting for a receptionist (**LUNCH COVER ONLY**) to work in our residential developments based in central London (St Paul's), where you will have responsibility for delivering the highest levels of customer experience and service to all residents, guests, contractors, the client.

This Concierge position is working

You'll be a real people person and go that little bit further to get to know the residents at this small but perfectly formed development, building strong relationships with them on an individual level whilst always being completely professional, courteous and respectful.

You'll be the first and primary point of contact for residents when it comes to any support they need at the place they call home.

**Ideally, you'll have all or most of the experience we're asking for:**

- Previous experience within the hospitality industry, preferably within a similar role
- Significant experience providing exemplary levels of customer service
- Experience in managing contractors and building works within a busy development
- Awareness of general fire, health & safety and security
- Proven ability to and handle confidential information with professionalism and discretion

## Responsibilities

- Meet and greet the residents and answer enquiries by telephone or from callers to the desk.
- Assist the residents, guests and visitors when required.
- Ensure effective security of residents and the building at all times including manning any CCTV and aid the smooth running of car parking facilities.
- Being courteous and helpful to residents, guests, suppliers, tradesmen and the general public.
- Communicate with leaseholders and managing agents in an attentive and personable manner.
- Manage and delegate to the on-site team.
- Carry out regular patrols of the entire building and report any faults and/or security breaches found to the Building Manager.
- Ensure correct reporting of any security/Health & Safety issues, incidents and complaints. Taking appropriate action in the event of an emergency.
- Issuing of keys only to correct personnel/residents whilst recording at all times the signing in and out of keys.
- Responsibility for all deliveries to the main reception desk, receiving and safekeeping of all parcels/registered mail. Correct issuing of all parcels/registered mail with a record which must be signed by residents. Notify residents of any deliveries to arrange collection from the front desk.

If this position is of interest to you please send your CV across.

Unfortunately, if you've not heard from us within two weeks, please assume your application has been unsuccessful on this occasion

# Ward Clerk

Main area	Maternity
Grade	Band 2
Contract	Permanent
Hours	Full time - 37.5 hours per week
Site	St Mary's Hospital
Salary	£27,515 pa inclusive
Closing	09/10/2024 23:59

You will be part of the Maternity administrative team, providing effective and efficient clerical and reception support. You will be working closely with the midwives team and expected to be well organised. The post holder will be based in our Labour ward and Postnatal ward at St Mary's Hospital.

If you have the ability to multi-task in an administration role, with a flexible "can-do" attitude to work and can see yourself as part of a busy multidisciplinary team, then we would like to hear from you.

## Main duties of the job

- You will be part of the Maternity administrative team, providing effective and efficient clerical and reception support.
- You will be working closely with the midwives team and expected to be well organised.
- The post holder will be based in our Labour ward and Postnatal ward at St Mary's Hospital.

## Detailed job description and main responsibilities

The full job description provides an overview of the key tasks and responsibilities of the role and the person specification outlines the qualifications, skills, experience and knowledge required. For both overviews please view the Job Description attachment with the job advert.

## Person specification Education Essential criteria

- Good educational standard of at least GCSE in English or Maths, or equivalent

## Experience Essential criteria

- Demonstrable customer service experience
- Ability to prioritise work to meet tight deadlines
- Previous clerical experience

## Desirable criteria

- Previous experience of working in hospital or NHS setting
- Experience with information databases
- Experience dealing with people in a healthcare or other stressful environments

## Skills Essential criteria

- Basic computer literacy
- Good interpersonal skills including professional telephone etiquette
- Ability to use initiative
- Good organisational skills

## Desirable criteria

- Microsoft Windows
- Microsoft Excel
- Microsoft Outlook
- Cerner experience

# Receptionist and Clinic Clerk

Main area	Haematology
Grade	Band 3
Contract	Fixed term: 12 months (Tues- Thurs (22.30 hours, 3 days per week).)
Hours	Part time - 22.3 hours per week (Tues- Thurs (22.30 hours, 3 days a wk)
Site	Hammersmith Hospital
Salary	£27,948 - £29,468 pa inclusive pro rata
Closing	11/10/2024 23:59

Provide a comprehensive and quality administration/reception service to the clinical Haematology department and manage and prioritise their workload liaising closely with the other administration staff and management in the Department. Provide administrative support to the wider multidisciplinary team, including Consultants.

## Main duties of the job

- Check in/out patients;
- Booking outpatients appointments on Cerner;
- Confirmation calls to reduce DNA rates;
- Providing a patient-facing service to Haematology patients;
- Answering enquiries from patients and the clinical team via email and telephone; Administrative support to the Haematology outpatient department including patients and clinical team;
- Ensuring all referrals, prescriptions and consent forms are uploaded on CDL;
- Support the phlebotomy team;
- Validation of data quality errors.

## Detailed job description and main responsibilities

The full job description provides an overview of the key tasks and responsibilities of the role, and the person specification outlines the qualifications, skills, experience and knowledge required.

### Person specification      Education/ Qualifications      Essential criteria

- Good general education

### Desirable criteria

- GCSE Maths and GCSE English Language

### Skills/Knowledge/ Abilities      Essential criteria

- Keyboard skills
- Ability to work under pressure
- Prioritisation skills
- Ability to cope with demanding workload
- Exceptional time management

### Desirable criteria

- Microsoft windows skills
- Knowledge of Cerner

### Experience      Essential criteria

- Experience of working in a customer focus environment

### Desirable criteria

- Reception experience
- Experience of working in a healthcare setting



# Grants Officer

Salary: 34k-36k  
Location: Hybrid - Home & Pimlico, London  
Hours: Full Time  
Closing: 29/11/2024

*This is a Permanent, Full-Time vacancy that will close in 2 months at 23:59 BST.*

## The Vacancy

We put people before profit: work for a family of nurseries with heart.

### A bit about the role

We are in search of a Grants Officer who will join our close-knit finance team of 15 in an organisation of over 850 people. In 2023, LEYF turned over an exceptional 29 million which was reinvested into our children so they get a great start in life.

The scale and pace of change in Government funding for Early Years settings has never been more vast. For the right person, this is an exciting time to join as we navigate the complexity and help our families get the funding they are entitled to. Working across 12 local authorities with different rules, processes and strict deadlines there is no handbook we follow. We are looking for someone who is intellectually curious but not theoretical, who can take complex scenarios and solve problems pragmatically for our families, nurseries and finance team.

You may come from a background in grants, finance, legal or local authority funding. Your attention to detail and organisation skills needs to be second to none as you will be responsible for collating and ensuring accurate data and records are kept. Daily, you'll work closely with our knowledgeable Grants Manager but also need a strong sense of personal drive ensuring you never miss a deadline.

### Key responsibilities

- Support all aspects of the grant funding process at LEYF
- Ensure our current and new families are fully enabled to get their nursery funding in place
- Work closely with 12+ local authorities ensuring you hit deadlines & adhere to claim criteria
- Evaluate funding codes and applications for eligibility and validity
- Support the Local Authorities' headcount and adjustments claims processes to ensure that income is recovered for each funded child
- Manually calculate complex funding scenarios
- Collate data to support the recovery of the Early Years Pupil Premium, SEND and disability funding.
- Advise parents, nursery managers and central office teams and ensure every enquiry received in the Funding mailbox is managed
- Support the collation of statutory monitoring and census reporting
- Ensure our data and records are maintained to support timely submission of funding claims
- Deputise for the Grants Manager on occasion, with support from the Financial Controller.

### You'll need



Issue Date Thursday 03<sup>rd</sup> October 2024

- Ideally be degree level educated or other evidence you thrive in solving complex problems
- To enjoy working closely with one other person daily (highly collaborative online)
- Experience in this space = possibly with government funding, finance, legal or grants
- A passion to work in an organisation with a social purpose
- To be highly organised and someone who never misses strict deadlines or rules
- Excellent attention to detail
- To be numerate and a whizz at calculations
- Strong analytical problem-solving skills
- To adapt and stay calm under pressure in this changing landscape
- Ownership/strong sense of self-motivation
- To be a friendly team player who is sympathetic to families' circumstances
- The permanent right to work in the UK.

### What's in it for you?

We impact thousands of children's access to quality education across London and hope to be able to reach many more in the next few years. Chloe Johnston – Financial Controller, *"We're a friendly fast paced team, it's not all about crunching numbers, there's lots of opportunity to learn and develop - all for a brilliant purpose"*.

- Intellectual stimulation helping navigate this complex funding changing landscape
- A rewarding role as you know your work matters for families
- Hybrid working – mostly from home and 1-4 times a month from our Pimlico office
- Generous pension for our sector at 7% from us (1% from you)
- 70% discount on childcare fees for your children or grandchildren
- Up to 35 days off a year, including 8 bank holidays, 3 days off between Christmas and New Year, and your birthday
- Sector-leading parental leave and many other benefits that take care of you (e.g. Wellbeing app, shopping discounts, annual conference, and budget for team celebrations).

# Programme Support Officer

Location: St Pancras  
Salary: 27300  
Contract type: Contract Permanent  
Hours: Full time  
Closing: 14/10/24

The Living Knowledge Network (LKN) is a UK-wide partnership of over 30 national and public libraries created by the British Library, which supports libraries to meaningfully connect with their communities by sharing the UK's national heritage and through cultural programming.

LKN's three main strands of work are:

An innovative live events programme. From quiz nights, national moments of celebration and a live streaming programme. LKN brings world-class speakers, emerging voices and inspirational debate to public libraries and the people who use them.

An annual panel exhibition. Each year LKN partner library services display pop-up displays inspired by the British Library's exhibitions at St Pancras. This nationwide simultaneous exhibition acts as a showcase for libraries' own collections as well as a springboard for an exciting programme of events independently programmed by libraries.

A skill sharing programme. A series of monthly webinars and other learning opportunities to support the professional development of public library professionals, particularly around audience development, cultural programming, sustainability and broader marketing and communication skills.

## In your role as Programme Support Officer,

you'll help deliver cultural programmes for public libraries, including events, exhibitions and training through providing organisational assistance and feeding into programme planning. You will support the planning, design, delivery and evaluation of the annual LKN panel exhibition, particularly sourcing and securing copyright clearance for images, creating additional exhibition resources for partner libraries, overseeing the logistics of exhibition panel delivery to all LKN partners and tracking activities organised by LKN partner libraries.

Working closely with the Live Screening Producer, you will provide partner libraries with key information, support materials and marketing assets ahead of LKN events including live streaming events.

For the skill sharing and professional development programme you will research new speakers, analyse participant feedback and market the webinar programme.

You will support the promotion of nationwide cultural events and exhibition seasons internally and externally through regularly updating the LKN website, creating content for blogs, contributing to social media channel posts and unearthing content for newsletters.

You will report to the LKN Programmes Lead and will be part of a small team of people who are passionate about public libraries and their impact on people's lives.

So, if you want to make a meaningful impact, supporting to create exhibitions and training for libraries and archives across the UK, we want to hear from you!

Issue Date Thursday 03<sup>rd</sup> October 2024

We are looking for a proactive and highly organised person, with a passion for creating inclusive and accessible events, spaces and experiences for diverse audiences. Organisation will come naturally to you and you will be adept at juggling multiple projects, keeping them on track. You will also be comfortable taking the initiative and motivating yourself.

You'll be an excellent communicator with excellent written, verbal and presentation skills and the confidence to work with a variety of people at all levels both internally at the British Library and with LKN library partners across the UK. Experience working in a library setting or community focused environment would be desirable but not essential.

We particularly welcome applications from Black, Asian, mixed race and other ethnically diverse candidates and disabled candidates. We would like to increase the representation of these groups within The British Library to ensure our workforce is as diverse as the public that we serve. Creating an inclusive workplace is the core of our business and a way to engage the diversity of thought that is essential to achieve our aims.

The role requires some work outside of standard working hours, as well as occasional travel.  
<https://www.nationalmuseums.org.uk/jobs/job/20597/>

# Cleaner

**Location** Moorgate FWC

**Department:** Operations Team

**Contract:** Permanent

**Hours:** Part time 20 hours per week

**Salary:** £26,000 pro rata

As the UK's leading Healthcare Charity, we're always striving to create the highest standards of customer service. Maintaining cleanliness in our Fitness & Wellbeing Clubs is a big part of this. That's why, if you're helping us to create a safe and pleasant environment for customers, we'll really value what you do.

As a Cleaner at our Moorgate club, we'll expect you to organise your work and plan your time to ensure that cleaning never gets in the way of a customer's experience. You have a friendly nature and good communication skills, which will come in handy when you're interacting with colleagues and customers.

## As a Cleaner, you will:

- Clean and prepare a range of areas at our club
- Care about our customers
- Take pride in your work
- Get the best out of cleaning products
- Use equipment safely (such as carpet cleaners)
- Be responsible for a variety of tasks, from removing waste to checking stock and updating records

## Helping you feel good.

- We want you to love coming to work, feeling healthy, happy and valued. That's why we've developed a benefits package with you in mind. Here, you'll enjoy a range of lifestyle and wellbeing rewards, like gym membership and private healthcare. At Nuffield Health, we take care of what's important to you.

If you like what you see, why not start your application now? We consider applications as we receive them and reserve the right to close adverts early (for example, where we have received an unprecedented high volume of applications). So, it's a good idea to apply right away to ensure you're considered for this role.

# Client Services Administrator

Location: Canary Wharf/Victoria Embankment

Hours: Full Time | 40 hours per week |

Contract: 6-to-8-month Fixed Term

Salary: Up to £27,352.00 per annum, depending on experience

Closing date: 31 October 2024

## Key information about the role.

Monday to Friday 0815 to 1715

You will not be required to work Bank Holidays or weekends.

We want you invested in us for the long term, and we'll offer you an abundance of interesting and varied roles. You may want to consider stepping into something completely new to give you the fresh challenge you've been seeking. Where possible, please make sure you have had a conversation with your current manager about applying for this role.

Our team at JP Morgan Medical Centre have an opportunity for an organised and motivated Client Services Administrator.

Continue your journey with us whilst we'll support you to be your best.

## The opportunity

As our Client Services Administrator you will be an integral part of the client journey, advising our patients with bookings for our GP, nurse, and physio services. It's an exciting and diverse role for the right candidate.

## The person

### To succeed as a Client Services Administrator, you will need:

- Exceptional organisational skills
- The ability to multitask
- To be friendly and approachable
- Be professional and courteous
- Be a natural problem solver with a good eye for detail

# Male Clean Team Member

Location: Battersea  
Contract: Permanent  
Salary: £26,000 pro rata  
Hours: Part Time 12 hours per week  
Days: Tuesday, Thursday and Sunday

*A major part of this role will involve cleaning the male changing rooms and so we require a Male Cleaner only for this role. This in no way affects any other candidate rights. Exemption is claimed under the Equality Act 2010 Part 1 Schedule 9.*

As the UK's leading Healthcare Charity, we're always striving to create the highest standards of customer service. Maintaining cleanliness in our Fitness & Wellbeing Clubs is a big part of this. That's why, if you're helping us to create a safe and pleasant environment for customers, we'll really value what you do.

As a Cleaner at our Battersea Fitness and Wellbeing Gym, we'll expect you to organise your work and plan your time to ensure that cleaning never gets in the way of a customer's experience. You have a friendly nature and good communication skills, which will come in handy when you're interacting with colleagues and customers.

## As a Cleaner, you will:

- Clean and prepare a range of areas at our club
- Care about our customers
- Take pride in your work
- Get the best out of cleaning products
- Use equipment safely (such as carpet cleaners)
- Be responsible for a variety of tasks, from removing waste to checking stock and updating records

## Helping you feel good.

We want you to love coming to work, feeling healthy, happy and valued. That's why we've developed a benefits package with you in mind. Here, you'll enjoy a range of lifestyle and wellbeing rewards, like gym membership and private healthcare. At Nuffield Health, we take care of what's important to you.

# Retail Assistant - Online Picker

**Location:** Hammersmith

**Salary:** £11.55 - £12.65 per hour

**Contracted hours:** 7.5

**Shifts can start between 1am and 6am. Please ensure you are able to start during these hours, before applying**

## Description

At Iceland we like to do things differently. We are a fair and ethical retailer, who believe in investing in our people and making a difference.

We have exciting opportunities available for Online Pickers to join our dynamic team. The position is suited to an individual with passion for doing a great job, who wants to work for a business you can be proud of. We believe that our success comes from our colleagues, so we are looking for committed team players to help us become the best on the High Street when it comes to accurately and efficiently fulfilling customer online shopping orders.

Make a difference as a member of our online operation, where your role will be to pick and pack our great quality products for our online customers as if you were shopping for yourself.

This is a job that can offer you flexibility across a variety of shift patterns, a great rate of pay, and the opportunity to become part of a supportive and connected team.

### Essential criteria for this role:

- Work with efficiency, accuracy and pace
- Take pride in your work
- Have a positive can-do attitude
- Must be highly flexible to work unsociable shifts

So, if you are looking for a new and exciting opportunity with one of the fastest growing UK retailers, we would like to hear from you.



# Housing Officer

On-site All Octavia departments

Location: London, England, United Kingdom

Salary: £39,000 per annum with up to 10% pension

## Description

You will be responsible for the delivery of an exceptional end-to-end customer journey and be the first point of escalation in the customer journey. The CHL is ultimately responsible for the successful completion of the customer journey and the achievement of our customer satisfaction target. Your part of a team that is the face of Octavia which plays a critical role in keeping our customers happy.

## Key Responsibilities

- Through regular contact, develop and capture an in-depth knowledge of our customers, the communities in which they live and act as an internal and external advocate of resident priorities
- To develop and maintain positive relationships, and work in close partnership, with internal and external stakeholders to respond to resident priorities
- Manage and provide advice on a range of tenancy related issues including succession, mutual exchanges, assignments, transfers, enforcement of tenancy obligations and working closely with other teams in ensuring access for gas and emergency repairs and transfers
- Lead in responding to low-level neighbour nuisance issues which can be resolved through a simple intervention. Assist where specialist ASB investigation Officers are experiencing high demand in the management of low level ASB and Neighbour Nuisance cases
- Identifies and assists vulnerable tenants both directly and indirectly in close partnership with Octavia's care and support services and/or external agencies
- Act as the main point of escalation for complex customer queries (Rents, ASB, Repairs, tenancy support and Lettings)
- Enable customers to promote and participate in resident involvement activities in liaison with the Resident Involvement department ensuring that the teams are active and involved in arranging regular customer meetings and community events including at evenings and weekends
- Assist and carry out estate inspections with our Estate Services team
- Where the specialist team has limited capacity, assists with the investigation and management of tenancy fraud cases
- Works closely with the Income Team to prepare residents for welfare reform including financial capability risk assessments, basic household budgeting advice, initial guidance on accessing benefits and services on-line, and assisting in the recovery of low-level arrears via home visits and cold calling
- Manages complaints effectively by seeking to resolve at first point of contact, drafting first stage complaints, and identifying lessons learnt and required service improvements

Issue Date **Thursday 03<sup>rd</sup> October 2024**

- Works closely with Voids and aftercare teams to ensure residents are satisfied when moving into new properties, acting as both an internal client and resident advocate as well as supporting practical arrangements on the handover of schemes
- Undertakes a lead role on behalf of the team (for example leading on a policy area or provide practical briefing and guidance)
- Achieve defined customer measures and performance metrics in several areas, including all customer contact, self-service, low level ASB, Parking, Tenancy Fraud, Repairs, Getting to Know You Visits, vulnerable customers, rent arrears, one touch resolution, correspondence, and post new tenancy checks

## **Requirements**

### **Experience**

- Demonstrated experience of working in a fast-paced customer service environment
- Proficient in the use of contact centre software and systems
- Experience of handling high volumes of multi-channel contact and case management
- Exceptional focus on delivering high levels of customer service with the ability to communicate effectively
- Demonstrated experience of dealing with a wide range of issues in a responsive, reliable and respectful way
- Experience of complaints and resolution
- Experience of keeping up to date with regulatory changes and service developments
- Sound knowledge of other relevant legislation (Housing Acts, ASB, Crime and Policing Act, Racial, Disability and Sex Discrimination and tenancy enforcement)

### **Knowledge**

- Sound knowledge of best practice in Neighbourhood Management, lettings, void control, budgets, and tenant involvement
- Understanding of best practice in & management of nuisance, harassment & anti-social behaviour
- Understanding of landlord and tenant relationships and responsibilities
- Knowledge of assessing individual needs in relation to vulnerability and referrals.
- Great organisation and time management skills, prioritising and ensuring targets are met
- Results orientated – knowledge of and able to consistently deliver against KPIs within an evolving landscape
- An interest in the Housing Sector and the responsibilities of social landlords
- Excellent negotiation skills

# Finance Officer

**Salary:** £25,000 - £28,000 + wellbeing cash plan + pension scheme (LGPS) + additional Lift Schools benefits

**Hours:** 37 hours per week, 52.14 weeks per year

**Start Date:** As soon as possible

**Contract Type:** Fixed-term contract

**Location:** Hybrid Working, 163 Eversholt St, London NW1 1BU, Ed City, 1 Edcity Walk, Edcity, London W12 7TF from the 1st Jan 25 onwards or based at one of our Regional Offices, London & South, South West, Essex, Midlands, or the North.

**Closing Date:** 13th October 2024

Join Our Dynamic Finance Team

## Are you a skilled and organised Finance Officer looking to make a positive impact?

We're seeking a talented individual to join our finance team at Lift Schools. This role offers a unique opportunity to gain valuable experience and contribute to our organisation's success.

### As a Finance Officer, you will:

- **Process financial data:** Accurately input purchase invoices, raise debtor invoices, and process BACS payments.
- **Manage purchase orders:** Work with school staff to ensure efficient ordering processes.
- **Provide exceptional customer service:** Deliver outstanding support to colleagues and external organisations

### We're looking for someone who is:

- **Highly organised:** Meticulous attention to detail and effective time management.
- **Motivated and proactive:** A self-starter who takes initiative and works well independently.
- **Collaborative:** A team player who enjoys working with others to achieve shared goals.

### This role offers:

- **Career growth opportunities:** Potential for advancement within our organisation.
- **A supportive team:** A friendly and collaborative work environment.
- **Exposure to a dynamic organisation:** Opportunities to learn and develop your skills.

**We encourage you to apply if you're passionate about finance and looking to make a difference.**

### We are Lift Schools:

We're a diverse and inclusive network of schools with one clear mission; to provide an excellent education to every child - in every classroom, every day. And we do this across each of our 57 schools. As with our students, we want our team to be empowered to do their best work, supported by the best leadership they've ever had.

We acknowledge and appreciate the exceptional efforts of everyone here in making this an incredible organisation.

### Your career elevated:



**We offer you:**

- **Comprehensive Training:** Access a wide range of developmental training to boost your career.
- **Generous Benefits:** From your pension plan to healthcare and financial support, we've got you covered.
- **Lifestyle Perks:** Enjoy discounted gym memberships, travel deals, and even electric vehicle incentives.

**Ready to apply? Get in touch here. We can't wait to hear from you.**

**This is a fixed-term contract and is due to commence as soon as possible.**

Lift Schools are committed to ensuring the highest levels of safeguarding and promoting the welfare of our pupils, and we expect all our people and volunteers to share this commitment. We adopt a fair and consistent recruitment process which is inline with Keeping Children Safe in Education guidance. This includes online checks for shortlisted candidates. All offers of employment are subject to an Enhanced DBS check, references, and where applicable, a prohibition from teaching check.

We are a Disability Confident Employer and there is a guaranteed interview scheme for candidates with disabilities who meet the minimum selection criteria.

# After School Club Assistant

**Salary:** NJC 3- 4, £26,238 - £26,634 (actual), £9109 - £9247 (pro rata salary) + well-being cash plan + pension scheme (LGPS) + additional Lift Schools benefits

**Hours:** 15, 39 weeks

**Contract:** Part Time, Permanent

**Closing date:** Friday 11th October 2024

## Are you passionate about education and looking for a fulfilling career?

We're looking for a dedicated Afterschool club assistant to join our supportive team at Noel Park primary

### You're someone who'll be able to:

- Contribute to the smooth running of the facility
- Maintain a safe and stimulating play environment
- Develop opportunities which encourage children's social, physical, intellectual, creative and emotional development through play

### Looking to make a difference every day?

Join our team and play a vital role in ensuring our students receive the education they deserve. You'll provide invaluable support to delivering an excellent education to every child, in every classroom, every day.

### You're someone who has:

- The ability to Liaise with parents and other users of the provision.
- Experience in planning, preparing and delivering high quality activities, which meet children's individual developmental needs
- The ability to prepare healthy and nutritious snacks for the children.
- This is an opportunity to make a tangible impact on the lives of young people.

Noel Park Primary School is based in North London, opened on 1st September 2012 and is part of Lift Schools. Our school has 600 children aged between 3 and 11. We are situated in the heart of vibrant Wood Green, 2 minutes from the underground station and within easy reach of Crouch End, Hornsey and Highgate.

### Who is Lift Schools?

We're a diverse and inclusive network of schools with one clear mission; to provide an excellent education to every child - in every classroom, every day. And we do this across each of our 57 schools. As with our students, we want our team to be empowered to do their best work, supported by the best leadership they've ever had.

We acknowledge and appreciate the exceptional efforts of everyone here in making this an incredible organisation.

We reserve the right to close this vacancy early should we receive an overwhelming response. All candidates are advised to refer to the job description and person specification before making an application.

# Sales Assistant - Part Time - Kilburn - 15 Hours

**Hours:** Part Time - 15 Hours

**Salary:** £12.56 per hour (Includes London Weighting)\*

**Location:** Kilburn

**\*The chance to earn up to £2k discretionary bonus over each year pro rated.**

## ABOUT YOU

### You will:

- Have excellent communication skills and be fluent in English.
- Enjoy working in a busy environment and be keen to progress.
- Be passionate about great customer service.
- Be flexible – Saturday/Sunday working will be required.

If you are multilingual this is an added bonus but not a requirement.

## WHAT WE PROMISE YOU

We promise to invest in you, to help you advance your career and be part of a team that makes difference to the communities we work in. Everyone who joins us benefits from:

- Salary increment on successful completion of training.
- The opportunity to earn up to £2k discretionary bonus over each year pro rated.
- 30 days pro rated holiday (Including bank holidays and increasing with length of service) and the flexibility to buy and sell days.
- Up to 25% discount on our amazing range of new and pre-loved jewellery and watches.
- Pension and life assurance.
- A training package designed for you.
- An annual loan for your parking permit or season ticket to help your commute to work.
- The option to take part in our cycle to work scheme.
- The chance to be involved in our charity partnership with Fareshare UK.
- London weighting is offered for stores inside of the M25.

## ABOUT US – MORE THAN MEETS THE EYE

Pawnbroking may not be at the top of everyone's list for their next career move. But, perceptions can be deceiving and there's a lot more to us than meets the eye.

We've been around for a long time (over 125 years) and have built a reputation as a community based financial services provider. In fact, we are the largest pawnbroker in the UK. We're also a major high street retailer with a presence in over 270 high streets and are growing our e-commerce and social commerce focus.

We offer exciting challenges and the ability to build your career in a supportive environment that encourages growth and embraces diverse thinking.

# Catering Assistant

Salary: £11.44 to £11.44 per hour

Hours: Full time

Closing date: 31 October 2024

Location: Paddington, London, W2 5SR

Company: Care UK Plc

Job type: Permanent

Are you a passionate and caring individual looking for a rewarding career with excellent training and opportunities for development? Join Care UK, a multi award winning care provider as a Catering Assistant.

## The Role

Maintain the cleanliness of kitchen and related areas.

Preparation of produce for mealtime, for example vegetable preparation and making of sandwiches

Ensure correct storage of all dry and perishable produce.

Safely storing cleaning materials

Ensure all cooking utensils and pots are cleaned to the required standards

Carry out any tasks assigned by the Head / Second Chef or Home Manager

## Some of our benefits by joining the Care UK family

Alternate weekend and social friendly working hours

Bank Holiday Pay Enhancements

Career development, training and access to our approved apprenticeship scheme

Hundreds of online and in-store discounts

Annual purchase holiday scheme

Wellbeing support • Wagestream- access your wages at any time.

## New to Catering?

We have our own Catering Academy to provide excellent training and induction programs for all new Catering Assistants and we will give you all that's needed to have a successful career as a Catering Assistant with us. Our high quality, innovative training and coaching will support the development of your skills throughout your career with us.

We are looking for people to make a difference to residents' lives every day. When you join Care UK you'll be joining a team who all share the same values: caring, passionate and teamwork. You will have a strong desire to help people and put residents at the heart of everything you do.

We are committed to recruiting diverse, talented people, who share our passion for helping others. We see the potential in everyone, let us help fulfil yours.

# Room Attendant

Salary: £13 to £13 per hour

---

Hours: Full time 0-40 hours per week / Available to work some weekends

---

Closing date: 23 October 2024

---

Location: W2 3DW

---

Job type: Permanent

---

## Key Responsibilities

- Clean and tidy guest rooms to established standards.
- Change bed linens, replace towels, empty trash bins and restock amenities.
- Dust furniture, vacuum carpets, and clean mirrors for a neat appearance.
- Sanitize surfaces thoroughly for hygiene maintenance.
- Maintain stock levels of cleaning supplies and toiletries.
- Promptly report any maintenance issues or damages.
- Follow supervisor instructions and adhere to safety protocols.
- Ensure the security of guest rooms and the privacy of the guests.
- Provide professional and respectful service to guests and respond to their requests promptly.

## Person specification Experience

- Preferred Experience: Experience in a similar role within the hospitality industry, particularly in housekeeping or room attendant positions.

## Skills and knowledge

- Physical ability to lift, bend, and stand for extended periods.
- The ability to work individually and as part of a team.
- Strong time management skills.
- Attention to detail.
- Flexibility and willingness to learn.
- A 'Can Do' attitude.
- Adaptability to organisational needs.
- Ability to prioritise and multi-task.
- Capability to provide excellent customer service.
- Self-motivation and accountability.
- Ability to work confidentially and with integrity.
- Ability to work under pressure and to follow instructions.
- Awareness of safety regulations and compliance.

## Flexibility

You may be required to work different and/or additional hours of work (from those to which you have been previously notified in respect of any period) and carry out additional reasonable tasks to meet the needs of the Company and their clients.



# School Catering Assistant

Salary: Not specified

Additional salary information: Competitive

Hours: Part time

Closing date: 11 October 2024

Location: London, NW10 8PD

Company: Compass Group

Job type: Permanent

We are looking for someone just like you to help us deliver exceptional customer experience for Chartwells on a part time basis, contracted to 16 hours per week.

As a Catering Assistant, you will contribute to a passionate and friendly team working in a fast-paced environment. You'll get given every opportunity to progress within a company that invests in its people, celebrates individuality, and rewards and recognises employees who go beyond the plate.

**Here's an idea of what your shift pattern will be:**

Mon: Full-time (Days)

Tues: Full-time (Days)

Weds: Full-time (Days)

Thurs: Full-time (Days)

Fri: Full-time (Days)

**Please note: This role is contracted to 43 weeks per year**

**Your key responsibilities will include:**

- Preparing delicious, high-quality food that delights our clients and customers
- Creating attractive food and counter displays
- Representing Chartwells and maintaining a positive brand image
- Handling cash and operating the cash register
- Complying with Food Handling & Hygiene standards
- Complying with Health & Safety regulations

**Our ideal Catering Assistant will:**

- Have an enthusiastic can-do attitude
- Display passion for delivering excellent customer service
- Be an excellent team player
- Arrive equipped with a desire to succeed in your role
- Thrive working under pressure
- Demonstrate outstanding timekeeping and reliability
- Have a safety-first mind set
- Have experience within a similar catering-related role, but this isn't essential.

# Caseload Administrator Band 3

Main area	Maternity
Contract	Permanent
Hours	Full time - 37.5 hours per week
Site	Trustwide
Salary	£29,485 - £31,088 pa inclusive
Closing	16/10/2024 23:59

New post has arisen within the Maternity administration team, as an Outpatient Clinic Clerk. You will be part of the Maternity administrative team, providing effective and efficient clerical and reception support. You will be working closely with the midwives team and expected to be well organised. The post holder will work for three teams (SMH Caseload, QCCH Caseload and Home Birth Team) and be expected to work cross site between: **St Mary's Hospital, Queen Charlotte's & Chelsea Hospital**

If you have the ability to multi-task in an administration role, with a flexible "can-do" attitude to work and can see yourself as part of a busy multidisciplinary team, then we would like to hear from you

## Main duties of the job

Provide a comprehensive and quality administration service to the designated department and manage and prioritise their workload liaising closely with the other administration staff and management in the Department. Provide administrative support to the wider multidisciplinary team, including Consultants.

Support caseload midwives by organising meetings, taking accurate minutes, distributing relevant documents to meeting attendees and following up on relevant action points. The post holder will be expected to work for the St. Mary's and Queen Charlotte's and Chelsea Caseload Midwifery teams.

The post holder will be expected to work cross site when required

## Detailed job description and main responsibilities

The full job description provides an overview of the key tasks and responsibilities of the role and the person specification outlines the qualifications, skills, experience and knowledge required. For both overviews please view the Job Description attachment with the job advert.

## Person specification Education Essential criteria

- NVQ level 3 / A-Levels or equivalent qualification or experience

## Experience Essential criteria

- Administrative experience
- Filing techniques
- Organising meetings

## Desirable criteria

- Previous experience in an NHS setting

## Skills Essential criteria

- Clear & effective communication skills
- Organisational skills/ability to learn
- Ability to prioritise own workload and work autonomously
- Competent use of IT systems – Excel, Word, & database input

## Desirable criteria

- IT experience on ECDL, Cerner
- NVQ II Customer Care or equivalent

# Hospital Catering Assistant

Additional salary information: Competitive

Hours: Part time

Closing date: 17 October 2024

Location: Central Mid. Hospital, NW10 7NS

Company: Compass Group

Job type: Permanent

## Summary

As a Ward Hostess/Host, you'll be part of a dynamic, fast-paced team, contributing to a positive and friendly work environment. The role offers numerous opportunities for growth within a company that values individuality and invests in its employees. Your hard work will be recognised and rewarded, making it an excellent chance to advance in a supportive setting.

## Your key responsibilities will include:

- Preparing delicious, high-quality food that delights our clients and customers
- Crafting eye-catching food and counter displays that draw customers in
- Proudly representing Healthcare and embodying our positive brand image
- Handling transactions with ease and operating the cash register efficiently
- Upholding the highest standards of Food Handling & Hygiene
- Ensuring a safe and healthy work environment by adhering to Health & Safety regulations

## Our ideal Ward Hostess/Host will:

- Bring a positive, can-do attitude to everything you do
- Show genuine passion for delivering exceptional customer service
- Excel as a supportive and collaborative team player
- Embrace the excitement of thriving under pressure
- Demonstrate impeccable time management and reliability
- Prioritise safety in every task you undertake
- Previous experience in a similar catering role is a bonus, but your enthusiasm is what truly matters

# Student Casework Officer

Salary: £34,710 to £41,355 per year

---

Hours: Full time

---

Closing date: 15 October 2024

---

Location: London, UK

---

Remote working: Hybrid - work remotely up to 5 days per week

---

Company: London Metropolitan University

---

Job type: Permanent

---

## ABOUT THE POST

The Student Casework Office is an integral part of the Department of Student Recruitment and Business Development managing the appeals, misconduct (academic and non-academic student misconduct), complaints and Fitness to Practice processes.

The post holder will manage a caseload of academic appeals, academic misconduct, complaints as well as support non-academic misconduct and Fitness to Practice processes. They will also provide clerking support for relevant panels and hearings and maintain accurate records concerning their caseload and queries. As well as this, they will provide advice and guidance on the University's relevant policies and procedures and liaise with and advise members of staff and stakeholders to support the actualisation of Casework outcomes.

They are expected to deliver of high-level quality service and adhere to both the University's regulations and any relevant external requirements. The post holder will also support the work of the Senior Casework Officer and Student Conduct Officer through administrative and clerical work.

## ABOUT US

*Transforming lives through excellent education*

London Met is an extraordinary institution. Equity and social inclusion have always been our driving principles, and it's what makes the University so unique. Our organisation is distinctive, both in its eclectic and diverse community of students and staff, and also for its historical role in serving some of London's most deprived boroughs. Everything we do is underpinned by our philosophy that an individual should have the opportunity to transform their life through the power of education.

Equipping our students with the tools for their future is at the heart of our academic offering. We pride ourselves on providing our students with access to a wealth of opportunities and professions. Our graduates benefit personally, but also contribute their unique perspectives to society, culture, public service and the economy in all areas of London, the UK and around the world.

# Part Time Kitchen Team Member

Salary: £12.00 to £12.00 per hour

---

Hours: Full time

---

Closing date: 31 October 2024

---

Location: Kensal Rise, London, NW10 3AQ

---

Company: inploi

---

Job type: Permanent

---

## Summary

Part Time Kitchen Team Member vacancy at GAIL's!

If you love the smell of freshly baked bread and always work with a smile, then please read on!

We are looking for Kitchen Team Members who have a **passion** to join the GAIL's family and for great food made from quality ingredients. You should be motivated by **teamwork** and willing to help others. With no day being the same, you must be **adaptable** and positive to deliver our fresh food, bread and cakes to high standards whilst maintaining food safety standards.

You will be working at pace to prove and bake items for our beautifully presented displays. You'll know our products and recipes inside out and take initiative to learn more. Our bakeries open early so typically Kitchen Team Members will start early too – it will vary between bakeries but typically around 5:30am – 6:30am

As appreciation for being a **reliable** Kitchen Team Member who is always on time and hardworking, we will treat you to amazing benefits including:

- Free food and drink when working
- 50% off food and drink when not working
- Pension Scheme
- Discounts and Savings from high-street retailers and restaurants
- 24-hour GP service
- Cycle to work scheme
- Twice yearly pay review
- Development programmes for you to RISE with GAIL's

## Scaffolding labourer

Salary: £16 to £16 per hour

---

Hours: Full time

---

Closing date: 24 October 2024

---

Location: Harlesden, North West London

---

Remote working: On-site only

---

Company: Constructive Resources Ltd

---

Job type: Contract

---

### Summary

Scaffolding Labourer required for a job in Harlesden, Northwest London  
A current COTS card is essential for the role.  
Duties will be moving scaffolding materials on a construction project.  
Contact Angus at Constructive Resources.

## Skilled Labourers

Hours: Full time

---

Closing date: 02 November 2024

---

Location: West London, London

---

Remote working: On-site only

---

Company: Venture Construction Solutions Ltd

---

Job type: Contract

---

Job reference: Skilled Labourers - London EC2Y 9AQ

---

### Job Overview

Skilled Labourers needed in London EC2Y 9AQ to start ASAP.  
Duration - 2 weeks work, could extend  
Duties will include – Bit of breaking out and water management  
Weekly CIS Payments.  
Must have CSCS Card, Asbestos Awareness  
Hours paid – 8.5 hours paid

# Temporary Caretaker and Cleaner opportunities London wide

**Hours:** Varied shifts (8hrs) 0hr contract

**Location:** City of London, temporary roles may include South, East & West London.

**Salary:** £11.50 /£12.89ph

**Start date:** ASAP

We have Temporary Caretaker, Cleaner and Yard-person opportunities for residential developments located in the City of London

As Temporary staff you will be responsible for keeping the building clean and tidy at all times.

## Key duties may include:

- Hoovering / Sweeping
- Polishing
- Taking out and collecting bins (up to 3 times a week)
- Litter-picking
- Maintaining communication with Residents, Property Management Company and Abbatt
- Use initiative to solve any problems on site
- Sweeping the entrances
- Small decoration and repair jobs (if necessary)
- Replacing light bulbs (if necessary)
- Fire alarm testing (Dependent on site)
- Keeping daily log
- Monitoring contractors on site
- Ad hock tasks as instructed by management

## You will need to have:

- Excellent written and verbal communication skills
- Understanding of Health and Safety processes

Apply with your CV today.

Unfortunately, if you've not heard from us within two weeks, please assume your application has not been successful on this occasion.

# PDT Head of Health and Climate (Maternity Cover)

**Hours:** Full time (4-day week considered)

**Salary:** £48k – £52k (depending on experience)

**Contract:** Fixed Term 12-month Maternity Cover Jan to Dec 2025

**Annual leave:** 25 days per year + bank holidays

**Reports to:** Deputy Chief Executive

**Location:** Hybrid working – home and PDT offices in North Westminster

**Deadline:** Monday 14th October 2024 at 5:00pm

We are looking for an experienced project and people manager to oversee our exciting, community-embedded health and climate programme at Paddington Development Trust, a dynamic place-based charity that has been working with communities in North Westminster for over twenty years.

We are looking for someone with a passion for empowering individuals and communities around their health, wellbeing and climate action. The successful candidate will also have a strategic outlook, excellent organisational skills and experience of managing multiple projects and people.

In line with our Investors in People Gold status, we are looking for someone who has the skills and understanding to empower and enable their staff to take ownership, innovate and feel fulfilled in their roles.

This is an excellent opportunity for a highly skilled project manager to apply their skills and experience to a senior role, including becoming part of PDT's Senior Management Team.

PDT's Health and Climate Programme consists of a staff team of 22 covering four Community and Maternity Champions projects in Queens Park, Harrow Road, Westbourne and Church Street, Westminster Maternity Champions, North Paddington Climate Champions and a team of Community Health and Wellbeing Workers in Church Street.

**The closing date for this post is 5:00pm on Monday 14th October 2024.**



# LONDON *Westfield* LONDON W12

**11th & 12th October 2024 at Westfield Shepherds Bush**

**Why you should attend the London Job Show**

**London Job Show employers are hiring for the following departments:**

**Accounting**, Administration, **Advertising Services**, Apprenticeships, **Business Development**, Business Support, **Call Centre**, Child Day Care Services, **Creative Services**, Customer Service, **Design**, Education, **Engineering**, Facilities, **Facility Management**, Finance, **Food & Beverage**, **Front Office**, Healthcare Services, **Hospitality**, Housekeeping, **Human Resources**, IT, **Kitchen & Food Production**, Law Enforcement, **Legal**, Logistics, **Maintenance**, Marketing, **Media & Communications**, Merchandising, **Operations**, Payroll, **PR**, Product Management, **Project Management**, Quality Assurance, **Real Estate**, Research, **Retail**, Retail Apparel & Fashion, Sales, **Security**, Staffing & Recruiting, **Supply Chain**, Support, **Technology**, Trainee Bus Drivers, **Truck Transportation**, Warehouse

