**Role Guide – Contact Team Officer**

**Accountable to**: Business Processes Manager **Salary**: £19,663 - £21,346 (FTE)

**Location:** Harrogate **Hours:** 37 hours per week

**Role Summary**

As a member of the Registration, Information & Advice Teamyou will ensure that the Carers’ Resource offers a warm welcome to carers, those in need of care and support and the professionals who work with them. You will be the first point of contact for clients taking referrals, and providing a comprehensive data input service, inputting, maintaining and manipulating data, as well as undertaking a number of business administration processes. You will have a good telephone manner and be able to remain calm under pressure. You will also assist with the upkeep and smooth running of the office, including equipment, grounds maintenance where appropriate, aspects of health and safety, office security, cleaning and waste management. Broadly, the role is divided into four main functions.

**Line management**

* Work closely with the line manager to ensure consistency in staff management across the organisation as one team.
* Assist line manager in the recruitment of staff and volunteers and supports that appropriate induction is in place.
* Assist with providing induction to new staff on all appropriate aspects of the team’s work and processes.

**Project management**

* Priority is to answer telephone calls to Carers’ Resource promptly and efficiently.
* Greet and welcome all visitors and callers to the service in a respectful manner.
* Ensure that everyone visiting or telephoning Carers’ Resource is given a timely, positive response and receives a positive outcome.
* Ensure that all telephone and non-telephone enquiries are dealt with sensitively and referred to appropriate personnel in a timely manner.
* Provide a high standard of administration support, including use of the Microsoft Office suite of software, ie., Word, Excel and Powerpoint.
* Input information onto the CiviCRM database in an accurate and timely manner, ensuring that referrals are processed within 24 hours.
* Process Emergency Plans and issue appropriate materials to carers.
* Assist with scanning of appropriate documents to staff.
* Assist with taking office mail to post box.
* Use appropriate office systems and equipment, eg., telephones, computers, photocopier, scanner, shredder, ID badge printer.
* Monitor stocks and assist with the co-ordination and ordering of appropriate office supplies, eg., stamps, stationery, cleaning supplies.
* Assist with the maintenance of a healthy and safe environment for staff, visitors and volunteers, including loading, unloading and running dishwasher programmes.
* Assist with and support the establishment of environmentally friendly offices.

**Partnership management**

* Assist with processing staff ID card and Carer Card applications using the ID Badge Printer including mailing cards to carers.
* Assist with Carers’ Resource recruitment processes including creation of Microsoft Outlook adverts, posting vacancies to external websites, room bookings for interviews, co-ordination of interviews on the day.
* Assist with post appointment recruitment processes including DBS checks, scanning of ID documents, chasing reference requests, liaison with IT maintainers for staff IT profile requirements, follow up of appropriate staff contract paperwork, HR document filing.
* Assist line manager with co-ordination and follow up of DSE workstation assessments.
* Assist with the management and co-ordination of laptops and mobile phones including their logging and issue, and co-ordination of broken equipment for maintenance.
* Assist appropriate managers/colleagues with appropriate information/data/finance report generation.
* Ensure that internal enquiries are dealt with in a timely manner.
* Assist with the upkeep, smooth running and cleanliness of the office, ensuring public areas are kept tidy and free from clutter, ie., Reception, waiting areas and meeting rooms.
* Assist with internal and external communications, eg., letters to carers, information packs, circulating documents.
* Assisting with organising meetings, events and activities as appropriate, including co-ordination and booking of appropriate equipment.
* Develop close working relationships with colleagues in the Contact Team based across all Carers’ Resource sites.
* Assist staff with troubleshooting appropriate office equipment including photocopiers, printers and shredders.

**Risk management**

* Process personal information and data appropriately and in line with the GDPR policy.
* Report Health and Safety issues of concern to your line manager.
* Assist with the regular testing of fire alarms.
* Assist line manager with the co-ordination of planned and unplanned building maintenance and facilities management issues, liaising with contractors on site where appropriate.
* Assist with the security of the office including locking and unlocking routines on-site.
* Committed to safeguarding and promoting the welfare of vulnerable adults and children.

**Responsibilities applicable to all**

The post holder will be a member of a mixed demographic team not only in their specific area of service, but also working closely with other colleagues across the organisation, requiring effective communication skills.

Carers’ Resource prides itself on being accessible and available to unpaid carers from all walks of life, by offering tailor made support, which enables carers to improve their quality of life. This is an increasingly challenging environment, both for carers themselves, and Carers’ Resource as an organisation, and it is fundamental that all staff are prepared to offer energy and enthusiasm to provide excellent services to all stakeholders.

**Line Management**

* Knowledgeable of all induction and supervision processes
* Actively encourages two-way engagement in staff supervision processes
* Confident to liaise with own line manager over complex issues
* Has clarity of what a good job looks like and how to articulate it to others
* Has clarity on how to deal with minor issues informally and with a solution focused approach
* Is familiar about aspects of;
  + Key policies and procedures
  + Disciplinary, capability and grievance procedures

**Leadership**

* Be self-aware and prioritise personal development
* Encourage innovation and action
* Be ethical and civic minded
* Practice wide reaching communication
* Have clarity and focus

**Culture**

* To perpetuate a culture of openness, transparency and living our values
* To have an awareness of the impact of ‘the ways we do things round here’ on the effectiveness of the organisation
* To be able to implement new ways of operating

**Knowledge**

* Able to look outwards and understand the wider context of our work
* Acceptable standards of quantity and quality of service delivery
* Understands needs of carers and others we support

**Team**

* Works as part of a team
* Thinks about the team approach
* Supports other members of the team
* Takes responsibility for team performance
* Prioritises communication across the team

**General**

* Is prepared to admit to mistakes and learn from them
* Focused on meeting the needs of those we support
* Can do, solution focused approach
* Works hard, is focused when at work
* Works to maintain the good reputation of Carers’ Resource
* Undertake any other duties that may be considered commensurate with the level of the post
* Goes “the extra mile” when necessary

**PERSON SPECIFICATION**

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| **Experience** | **Essential** | **Desirable** |
| Experience of a customer service environment and administration | ✓ |  |
| Experience of dealing with telephone enquiries | ✓ |  |
| Experience of working with vulnerable adults and / or children. |  | ✓ |
| Experience of working within the voluntary sector |  | ✓ |
| Experience of working with a broad range of minority ethnic communities |  | ✓ |
| An understanding of carers’ needs and awareness of current issues affecting carers |  | ✓ |
| **Skills and abilities** |  |  |
| Commitment to work on own initiative dealing with requests from service users/other organisations | ✓ |  |
| Strong IT skills including use of database | ✓ |  |
| Ability to be flexible to work on and solve day-to-day problems, as well as working as part of a team whilst managing conflicting demands | ✓ |  |
| Ability and commitment to work as part of an extended team | ✓ |  |
| Able to demonstrate good verbal and written communication skills | ✓ |  |
| Organisational abilities, an ordered systematic approach to work and an eye for detail | ✓ |  |
| Friendly, approachable and reassuring manner | ✓ |  |
| Skilled communicator with confident telephone manner, the ability to communicate well with people from all walks of life and to work with staff at all levels | ✓ |  |
| Need to be self motivated, to organise time effectively, to manage workload, to prioritise tasks and to work to agreed targets | ✓ |  |
| To be committed to safeguarding and promoting the welfare of vulnerable adults and children. | ✓ |  |
| Excellent record keeping | ✓ |  |
| Ability to maintain appropriate confidentiality | ✓ |  |

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| **Knowledge** |  |  |
| An understanding of carers’ needs and awareness of issues affecting them | ✓ |  |
| You must be able to demonstrate a high standard of keyboard skills and sound knowledge of Microsoft Office packages including Word, Access and Excel | ✓ |  |
| Understanding of the importance of confidentiality, sensitivity and a non judgemental attitude | ✓ |  |
| Knowledge and understanding of Equality and Diversity, Dignity and Rights and Human Rights will apply to this role | ✓ |  |
| Knowledge of the role played by statutory, private and voluntary sectors and the way they operate and of community care issues. |  | ✓ |
| **Other requirements** |  |  |
| Undertake such other duties commensurate with the range of activities described above and in line with any developments or changes | ✓ |  |
| Willingness to work from any office as required by the needs of the service |  | ✓ |