

**Contact Team Officer**

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| **Salary****Hours****Location** | £23,586 - £23,718 FTE22.5Harrogate or Shipley |
| **Reporting** | Administration Manager |
| **Relating to your role** | As a member of the Contact Team at Carers’ Resource you will ensure that 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 service users and professionals - taking referrals, and providing a comprehensive data input service, inputting, maintaining and processing data. You will have a good telephone manner and be able to remain calm under pressure. You will also assist with the upkeep, organisation and smooth running of the office. |

**Role Guide**

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| You will prioritise being the first point of contact for the office, on reception and on the phones, ensuring everyone calling or visiting Carers’ Resource is given a positive, friendly and timely response. Deal with the enquiries kindly, sensitively and in a timely manner with confidentiality and professionalism.Provide a high standard of administration support.Input information onto the database and ensure all enquiries are recorded on the database. Assists with the upkeep and smooth running of the office, ensuring neatness and orderliness throughout.Use office systems (e.g.: photocopier, computers).Assist with internal and external communications (e.g. letters, information packs, circulating documents, ensuring messages are conveyed and dealt with).Monitoring supplies and re-order (e.g. stamps, stationary) as required.Support volunteers.Support the line manager in all their duties.Undertake such other duties as may be determined from time to time commensurate with the range of activities described above and in line with any developments or changes.Assist with organising meetings, room bookings, events and activities as appropriate. **Working with others** |
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| You will demonstrate effective team working skills, participate in team meetings and training |
| Interact well with all departments |
| Display self-confidence and initiative to work on your own or within the wider team/organisation. |
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| Demonstrate active listening and active observational skills |
| Accept and learns from feedback |
| Respect the personal choice and lifestyles of colleagues, carers, and people with care needs, ensuring that Equal Opportunity principles are applied at all times. |
| Respect and maintain peoples’ rights to privacy. |

**Understanding the organisation**

You will implement, operate and maintain safe systems of work in accordance with policies, procedures and guidance, training and associated risk assessments. Work at all times within the philosophy and policies of the Carers’ Resource.

Reports Health and Safety situations or issues of concern relating to significant foreseeable risk incidents (including near misses) and/or accidents which give cause for concern in relation to safe systems of work (affecting your own health and safety or that of others affected by your work activities) to appropriate manager.

Be committed to safeguarding and promoting the welfare of vulnerable adults and children.

Maintain confidentiality over personal information relating to individuals.

Act as ambassador for Carers’ Resource, protecting and promoting its good name and reputation at all times.

Contribute to the Carers’ Resource development.

Assist with the analysis of trends and recommendations for service improvement.

**Developing personally**

You will take responsibility, in consultation with your line manager, for personal development and progression, participating in performance reviews.

Undertake any training deemed necessary by your line manager

Keep up-to-date about services, benefits and organisations available to clients.

**Person Specification**

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| **Experience** |
| Experience of a customer service environment and administration |
| Experience of dealing with telephone enquiries |
| **Skills and abilities** |
| Commitment to work on own initiative dealing with requests from service users/other organisations  |
| Strong IT skills including use of databases |
| 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  |
| 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 |
| Self motivated, to organise time effectively, to manage workload, to prioritise tasks and to work to agreed targets  |
| Commitment to safeguarding and promoting the welfare of vulnerable adults and children.  |
| Excellent record keeping |
| Ability to maintain appropriate confidentiality  |
| **Knowledge** |
| 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.  |