

JOB DESCRIPTION

Post:	Casual Contact and Support Team Members
Hours:	Bank Staff – To cover busy periods, advance notice given
Location:	Dewsbury, Head Office
Accountable to:	Team Leader and Service Manager
Pay:	£17,675 - £18,180p.a. FTE (pro-rata) - £9.06 per hour
Other:	Appointment subject to a satisfactory Disclosure and Barring Service (DBS) enhanced with barred list check. Two satisfactory references and evidence must be provided of a right to work in the United Kingdom.

Overall Purpose:

Cloverleaf Advocacy are looking for Team members on a supply basis, the purpose of the role is to deliver world class levels of Customer Service to all our customers and stakeholders via all channels responding positively and professionally to a wide range of contacts including telephone, email, postal, web and in person enquiries. We are committed to delivering a tailored and personalised response to all contact to ensure that our advocacy and related services are delivered efficiently and effectively so that we remain everyone's first choice as a provider of quality tailored services. The aim is to never turn away someone without helping them.

You will be working directly with social care and health staff, carers of, and people with, learning disabilities, physical and sensory impairments, acquired brain injuries, older people and people with mental health needs. A positive and professional image of the worker and the organisation will be presented at all times.

As Bank Staff you will be supported day to day by the operational guidance and leadership of the Team Leader and Service Manager.

MAIN DUTIES AND RESPONSIBILITIES

1. To manage the wide range of calls and client requests to the office during office hours following organisational procedures and meeting required standards at all times.
2. To obtain and utilise relevant information from callers to handle calls effectively and ensure appropriate signposting or outcomes for the caller.
3. To ensure that all callers are made aware of the extensive services provided locally by Cloverleaf.
4. To ensure that all referrals are logged on the Lamplight case management system and added to the correct project waiting lists for allocation by coordinators or managers.
5. To offer and provide an onward referral service to clients who do not meet the criteria for Cloverleaf services.
6. To assist in the coordination of verbal and written message and communication systems in the office and ensure that all messages are passed on accurately and in a timely manner by email, text or phone call.
7. To pass calls through to staff mobiles or direct dial lines as appropriate.
8. To build and maintain strong working relationships with a variety of internal and external contacts.
9. To demonstrate commitment to and communicate the values and mission of the organisation by providing the highest possible level of service to all stakeholders.
10. To deal with incoming mail on a daily basis via postal and email receipt.
11. To participate in team meetings and training as required.

12. To ensure an understanding and compliance with Health and Safety and risk regulations within the team.
13. To work flexibly across other Cloverleaf offices in the area as and when needed.

All staff have a collective responsibility towards the effective running of Cloverleaf Advocacy. As such, new tasks and duties may develop in the light of experience, which may be allocated where reasonable, after discussion with post holder.

Person Specification

Requirements		Essential		Desirable
Education and Qualifications	1.	5 GCSE's or equivalent, including Maths and English. Ability to write clear and concise English and competent in numeracy.	2.	Customer Service Qualification to Level 2 or equivalent / recently gained qualification in a similar field and is wanting to gain experience
	3.	Typing skills qualification RSA Level 1 or equivalent typing speeds 30-50 words per minute		
Experience	4.	Experience working in a busy, office based customer service role.	5.	Experience of working in a call/contact centre.
	6.	Experience of working as a team member to deliver a high standard of customer service.	7.	Experience of working in a public service environment.
	8.	Experience of working with confidential information, in line with data protection requirements		
Skills and abilities	9.	Proven ability to deliver high levels of customer care through telephone, written and face to face communication		
	10.	Proficient in the use of multiple databases or information systems, including the internet.		
	11.	Must be able to communicate effectively whilst taking accurate and appropriate details on computer systems, and navigating computer based information to resolve enquiries accurately and efficiently.		
	12.	Able to prioritise and complete varied and multiple enquiries using information from a range of sources without continuous supervision		
	13.	Able to work calmly under pressure		

	14.	Helpful and positive attitude in a busy environment.		
	15.	Ability to collate and analyse statistical information.		
	16.	Proven experience of positively contributing to good internal communication systems.		
	17.	Ability to embody and communicate the values of the organisation		
	18.	Ability to work within organisational policies and procedures.		
	19.	Ability to reflect on and learn from experience		
	20.	Ability to respond positively to people in heightened emotional states.		
	21.	Willingness to learn and develop		22. Ability to speak languages other than English.