

Job Description

Post:	Carers Count Front of House Assistant (Fixed Term Post for an Initial 6 months)
Hours:	15 hours per week to meet the operational needs of the service (TBC)
Location:	Carers Count (Huddersfield base)
Accountable to:	Service Manager (s)
Pay:	£17,500 p.a. FTE rising to £18,000 after successful completion of 6 month probationary period.
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:

Carers Count provides a holistic, single point of access for carer support across Kirklees. The services include provision of information, advice and advocacy, peer support groups and specialist support for carers of people with mental health needs.

This role will provide a high quality, welcoming front of house function to the Carers Count service (including specialist mental health carers support service) and provide back office administrative support to the team as needed.

The post will provide a customer focussed and person-centred response to telephone, email, postal, web and in person enquiries, logging each contact on our case management system and directing all referrals to the relevant part of the Carers Count service. The post will also provide a welcoming reception service to the Carers Count premises in Huddersfield for people attending drop-ins, groups or making enquiries about the service.

The role will include working directly with carers of people with, learning disabilities, physical and sensory impairments, acquired brain injuries, older people and people with mental health need and social care and health staff.

The role will also include provision of administrative support to the team delivering the Carers Count service in Huddersfield, including room bookings, mailshots, data entry along with taking responsibility for health and safety within the office environment.

The post will be supported day to day by the operational guidance and leadership of the Carers Count Service Managers.

MAIN DUTIES AND RESPONSIBILITIES

1. To provide a person-centred response to people making enquiries into the service, gathering relevant information to ensure appropriate referrals, signposting or outcomes for carers.
2. To provide a reception service for Carers Count, including greeting visitors, showing people to meeting rooms, making drinks etc.
3. To ensure that carers are aware of the full offer of services by Carers Count.
4. To log all contacts into the service onto the Lamplight case management system.
5. To ensure that all referrals are logged and added to project waiting lists as necessary for allocation by managers.
6. To transcribe information from groups and events onto the Lamplight case management system.

7. To be responsible for all incoming post ensuring it is logged, documents are scanned and forwarded to the appropriate person or actioning as required.
8. To offer web based (e.g. web chat, instant messaging) access point to Cloverleaf's services at agreed times. This may include via Facebook or other social media.
9. To be a point of call for staff working in the community in line with Cloverleaf's lone working policy.
10. To rearrange carer appointments or notify group attendees in the case of cancellation or staff absence.
11. Take accurate messages and ensure they are passed on in a timely manner by phone or text and email.
12. To gather feedback from people who have used the service by conducting exit interviews and to record on Lamplight.
13. To assist service managers and group workers in the organisation of meetings, workshops and events (including training).
14. To manage and maintain office supplies including stationery, leaflets and posters through Cloverleaf's ordering processes.
15. To maintain a limited petty cash system for volunteer expenses only.
16. To take responsibility for organising telephone cover during periods of own planned absence.
17. To keep a record of and bank cash donations to the service and submit records to Cloverleaf's finance team.
18. Utilise staff's online diaries in order to provide a clear and appropriate response to calls.
19. To pass calls through to staff mobiles or direct dial lines as appropriate.
20. To manage an electronic room booking system for the group/meeting rooms in the Carers Count Huddersfield office.
21. To manage an electronic 'booking out' system for equipment such as tablets, display stands, banners etc.
22. To collate and proof read articles and information for the What's On booklet and newsletter.
23. To minimise the use of paper based systems wherever possible to ensure accessibility and transparency.
24. To build and maintain strong working relationships with a variety of internal and external contacts.
25. To demonstrate commitment to and communicate the values and mission of the organisation by providing the highest possible level of service to everyone.
26. To participate in team meetings and training as required.
27. To take minutes for team meetings and distribute in a timely manner.
28. To provide low level IT support to team members (i.e. support with using Lamplight or Microsoft Office applications)
29. To liaise with colleagues in administrative roles within Carers Count to ensure efficient and effective ways of working.
30. To ensure a comprehensive handover between all postholders at the relevant time.
31. To arrange the distribution of the Carers Count newsletter and What's On booklet via email and post.
32. To participate in personal, team and organisational development.
33. To ensure an understanding and compliance with Health and Safety and risk regulations within the team.
34. To ensure office based risk assessments and other health and safety documentation (including quarterly inspections) are up to date and accessible by the Health and Safety Manager.
35. To work flexibly across the Huddersfield and Dewsbury Carers Count offices as needed.

All staff have a collective responsibility towards the effective running of Carers Count and 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 – Front of House Assistant

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.	A)	Customer Service Qualification to Level 2 or equivalent.
			B)	Typing skills qualification RSA Level 1 or equivalent typing speeds 30-50 words per minute
Experience	2.	At least 1 years' experience working in a busy, office based customer service role.	C)	Experience of working in a call/contact centre.
	3.	Experience of working as a team member to deliver a high standard of customer service.	D)	Experience of working in a public service environment.
	4.	Experience of working with confidential information, in line with data protection requirements.		
Skills and abilities	5.	Proven ability to deliver high levels of customer care through telephone, written and face to face communication.	E)	Ability to take concise and accurate minutes.
	6.	Proficient in the use of multiple databases or information systems, including the internet.		
	7.	. 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.		
	8.	Able to prioritise and complete varied and multiple enquiries using information from a range of sources without continuous supervision.		
	9.	Able to work calmly under pressure.		

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