



JOB DESCRIPTION

JOB TITLE: Customer Services Officer
LOCATION: Castle Community Centre
DATE WRITTEN: September 2018
ACCOUNTABLE TO: Social Activities Coordinator

PRIMARY PURPOSE: To provide customer service support to the Social Activities Coordinator with particular responsibility for the control and administration of Day Services groups and coach trips.

To provide a first contact for customers and users of the Centre in accordance with Age UK Cheshire's procedures and help to promote the Charity and its services.

MAIN DUTIES:

Pub Lunch Groups

1. To oversee the smooth running of the pub lunch groups
2. To be the first point of contact for clients wishing to attend pub lunch groups, providing excellent customer service throughout
3. Identify appropriate venues and ensure bookings are made
4. Ensure transport arrangements meet the needs of each pub lunch group, including confirming arrangements to clients and the transport driver
5. Actively promote all sessions to ensure maximum popularity and success

Day Services Groups

6. Taking enquiries via e-mail and phone for OPEL (Older People Enjoying Life) and liaising with OPEL Group Leaders about new member enquiries
7. Collating paperwork and statistics from the groups to upload onto Upshot and utilising Charity Log to report on attendance figures
8. Make initial contact with Volunteers who are looking to volunteer within Day Services

Coach Trips

9. Support with the delivery of a quality service to all customers on our coach trips

10. Support with producing a timely, appropriate and value for money annual coach trip programme.
11. Liaise with suppliers, i.e. coach operators, destination venue proprietors, to ensure suitability for customers, quality and value for money.
12. To be a point of contact for clients wishing to attend coach trips, providing excellent customer service throughout
13. Support the Social Activities Officer in ensuring that all aspects of health and safety are met including risk assessments, etc.
14. Ensure adequate customer support is provided on each trip and staff and/or volunteers in attendance have sufficient information to be effective in their role.
15. To be able to attend the coach trip when adequate volunteers are not available to attend.
16. Effectively manage the volunteers who support the coach trips service, and develop volunteer recruitment for the programme overseeing briefings, trainings, issues, etc.
17. Organising the raffle for the coach trip

General

18. To process fees received in accordance with the set policies and procedures and to provide the Finance team with the required information
19. Be familiar with all aspects of Age UK services to ensure that customers benefit from our range of services and products
20. Keep online data collection systems up to date in line with organisation and contract commitments (to include day services)
21. Collate statistical evidence of outputs of the services and assist in the collection of evidence of the outcomes (to include day services)
22. To work as part of the Castle Community Centre team, supporting the staff and volunteers



23. To deliver a service that meets Quality Standards defined by Age UK, ISO 9000 and Advice Quality Standards.
24. To maintain customer records and statistics according to Age UK Cheshire's Confidentiality Policy, Data Protection and Advice Quality Standards mark (this will include maintaining database). Provide reports on request to the Head of Business & Marketing.
25. To monitor customer satisfaction with the quality of service provided.
26. To help provide customers with accurate, up-to-date information including sign posting to other Age UK Cheshire services where appropriate.
27. To assist with the positive promotion of the centre, following Brand Guidelines, under instruction from the Head of Business & Marketing.
28. To raise the profile of Age UK Cheshire and older people within the voluntary, private and statutory sector and within the community in general.
29. To attend training courses/sessions and staff meetings as requested.
30. To be an active part of the team and to assist in the smooth running of the office when other members of staff are unavailable or on holiday. This will involve increasing working hours in the absence of the job share partner.
31. To maximise and participate in fundraising and trading opportunities.
32. To undertake any other relevant duties as required from time to time by the Chief Executive or Head of Business & Marketing.

**CUSTOMER SERVICES OFFICER
PERSON SPECIFICATION**

Requirement	Essential	Desirable
Education, training and qualifications		



Requirement	Essential	Desirable
Skills and knowledge	Good organisational skills including information, resources and time management Excellent interpersonal skills Ability to set and manager priorities within a busy environment IT skills, including Microsoft Office Suite, spreadsheets, internet, email and databases Health and Safety Knowledge	General understanding of the issues affecting the lives of older people and their carers
Experience	Experience of customer service Proven telephone customer service experience	Experience of supporting the promotion of services
Personal attributes	A good understanding of equality and diversity issues as they impact on older people	
Other special requirements	The ability to work flexibly and increase working hours when required to provide necessary cover for the Centre	Use of a motor vehicle for work related travel

ADDITIONAL INFORMATION – CUSTOMER SERVICES OFFICER, CASTLE COMMUNITY CENTRE

(This information does not constitute part of a contract of employment)

BACKGROUND

Age UK Cheshire was formed in 1983 and we have been providing services for older people in the Cheshire area since this time. The charity employs around 120 members of staff and is supported in the delivery of its service by over 250 volunteers.

The role of Customer Services Officer is a new role and sits within Business & Marketing.

Hours: 22.5 hours per week, over minimum of 4 days between Monday to Friday.

Salary: is £9,687.60 per annum for hours worked.

Travel: Travel is not expected to be a regular requirement for this role.



Holiday Entitlement: Five weeks leave p.a. (excluding Bank Holidays) rising after 5 years continuous service by one day per year (pro rata) to a maximum of 6 weeks leave after 10 years.

Contract: All new staff are subject to a six-month probationary period. Four weeks' notice is required to terminate employment by either side i.e. the employee or Age UK Cheshire. During the probationary period, one week's notice is required by either side.

Funding: We currently have confirmed funding for this role until October 2020. Continuation of funding is dependent upon the delivered services being profitable for the organisation.

Pension: Age UK Cheshire has an automatic enrolment workplace pension scheme in place for eligible employees.

Health Care: After the 6 months probationary period staff will automatically join the Age UK Cheshire's Health Care Cash Plan and will be entitled to receive healthcare benefits.

Criminal Disclosure: A DBS check is required for this role

Age UK Cheshire is a *Mindful Employer* and positive actions will be taken to ensure that people will not be excluded from working for Age UK Cheshire because of their age, race, ethnicity, faith, marital status, sexual orientation, gender, physical or mental health.

Registered Charity No. 1091608