**Age UK Lambeth - Gateway Service**Age UK Lambeth is one of Lambeth’s largest charities, and provides a range of services to older and other people in need of care, help and support. We support people in Lambeth to live enriched, productive and purposeful lives, challenging the stigma of ageing, reducing social isolation and ensuring they get the right support at the right time

**Gateway Service** - Our Gateway Service is our phone line. It’s where members of the public contact us when they have a need they think we can help with. The line is open to anyone with questions or concerns around accessing support and services generally. Queries range from access to food, shopping and medications, through to offering reassurance and emotional support. Our Gateway Service has recently taken over Lambeth Council’s Vulnerable Helpline, making us the central point of contact for support for Lambeth residents in need.
 **Gateway Admin & Phone Support Assistant - About the Role...**

| **Job Title:** | Gateway Admin & Phone Support Assistant |
| --- | --- |
| **Based at:** | Remote; 336 Brixton Road |
| **Employment Terms:** | **Wage:** London Living Wage**Hours:** 25 hours weekly **Duration:** 6 months  |

 **Role Description & Purpose**As our Gateway Admin and Phone Support Assistant you will provide operational support to one of our key services; Gateway. Our Gateway Service is our phone line. It’s where members of the public contact us when they have a need they think we can help with. The line is open to anyone with questions or concerns around accessing support and services generally. Queries range from access to food, shopping and medications, through to offering reassurance and emotional support. Our Gateway Service has recently taken over Lambeth Council’s Vulnerable Helpline, making us the central point of contact for support for Lambeth residents in need.

Since the pandemic our Gateway Service has been very busy with people calling up in need of help, which has resulted in many more tasks that need to be responded to. Your role will be to help us achieve this, and will include two different kinds of tasks.

Firstly, you will help with overall service administration. There’s lots to do and follow up when someone requests our help, and you’ll provide a key service helping us to stay on top of these administrative tasks relating to clients. Therefore top-notch administration skills are key!

Secondly, you will provide support on our phone line when needed. We regularly experience busier than normal times, with many calls coming in. Equally we have times when there aren’t enough phone operators to cover the calls and staff have to step in and help, which may because colleagues are off sick, on holiday, in meetings or on breaks. In these times you’ll step in to answer phones and help colleagues support clients best, resolving their issues with them or helping to provide a reassuring ear.

Often people are calling us because something’s not quite right in their life and they need a bit of support. Therefore kindness is key to this role and being able to sit with someone and truly listen to what’s happening for them. With this in mind the role is perfect for kind, caring, compassionate types, who truly want to help people improve their lives however they can.

You’ll be a great addition to the team, and will help us drastically increase the help we can provide for clients. This in turn will have measurable impacts in terms of improving their quality of life.

We can offer you a friendly workplace with a dynamic team, supportive and experienced colleagues who can provide training and guidance, and supervision on the job to make sure your work is strong and that you are developing.

**Main Duties:**

* Provide administration support to the Gateway manager and phone operators
* Maintain all documents and files in an orderly fashion, both online and hard copy
* When needed answer the Support Line, answering queries and offering reassurance to all callers
* Make referrals to other Age UK Lambeth and partners services for clients when necessary
* Follow our ‘Gateway Guide’ when answering calls - this sets our clear referral pathways to be followed when signposting clients to support available
* Raise any concerns you may have about clients to Gateway manager and colleagues
* To record phone calls and contact with clients on our recording system
* To help with posting information packs and resources to our clients
* Act professionally, courteously, kindly and compassionately at all times with clients (and colleagues)
* Any other duties as determined by the Gateway manager

**Person Specification**

|  | **Essential** | **Desirable** |
| --- | --- | --- |
| **Skills** |  |  |
| Strong administration skills | **√** |  |
| Strong organizational skills | **√** |  |
| Good communication skills - both written and over the phone | **√** |  |
| Ability to use basic digital technology, and ability to learn | **√** |  |
| **Behaviours** |  |  |
| Empathy to the needs of our community | **√** |  |
| Friendly, patient, compassionate and kind | **√** |  |
| Reliable | **√** |  |
| Punctual | **√** |  |
| Can do attitude | **√** |  |
| **Knowledge** |  |  |
| Good knowledge of written and spoken English | **√** |  |
| **General Requirements** |  |  |
| Commitment to improving the lives of older and vulnerable residents | **√** |  |
| Commitment to working as a team player and a supportive colleague  | **√** |  |