

JOB DESCRIPTION & PERSON SPECIFICATION

Job Title:	Customer Services Advisor
Reporting to (Job Title):	Customer Services Coordinator
Salary	£17477 FTE Rising to £18018 FTE after successful completion of probationary period
Brief overview of the Position:	<ul style="list-style-type: none"> • Working as part of a small team of staff and volunteers • Responsible for the first contact for customers with Age UK Lancashire, via the 0300 service • Offering high quality information, signposting and advice. • You will work with the coordinator who will ensure maximum effectivity of the service, contributing towards ensuring quality assurance. • Supporting the coordinator to look at extending the reach of the service by exploring and implementing new methods of communication
Working with:	Internal and external stakeholders
Main duties and Responsibilities:	<p>Service Delivery</p> <ul style="list-style-type: none"> • As part of the team of employees and volunteers responding to service enquiries via the 0300 telephone line, email service and other means deemed appropriate delivering Information and Signposting, referring users to sources of relevant Advice both within AUKL and via external providers • Develop a sound understanding of internal services and products to ensure internal referrals are appropriate responded to in a timely manner to improve customer journey • Demonstrate flexibility within your role to meet the demand for the service by working with colleagues to respond to peaks and troughs for the service • Engage regularly in community outreach and engagement to promote the service offer, liaising with relevant organisations to contribute to increasing signposting and joined-up working, recruiting volunteers and further extending the reach of the service. • Engage in volunteer recruitment and support ensuring compliance at all levels via training and coaching to improve their confidence and skills relevant to their role • Support and guide volunteers delivering the service in Lancaster and alternate locations throughout Lancashire.

	<p>Reporting & Quality</p> <ul style="list-style-type: none"> • Contribute to internal/external monitoring reports required by the service. • Support the 0300 Coordinator in working with internal colleagues to ensure the service is fulfilling the requirements of services, funders and the charity, including monitoring and data collection. • Contribute to quality assurance measures in relation to the IAQP and other relevant kite-marks. • Support continuous monitoring, review and development activities to ensure maximum return on investment • Be proactive in keeping up to date with ideas and best practice from across the sector, including through networks with other brand partners. • Ensure that information, advice and signposting activity is accurate and up to date and complies with best practice, relevant codes of practice and legislation <p>General</p> <ul style="list-style-type: none"> • Work within agreed organisational policies, procedures and guidelines. • Work as an integral part of the team, being sensitive to the needs of the whole team and supportive of other team members. • Participate in regular performance management and undertake training to maintain and develop knowledge and skills as required. • Any other duties as deemed necessary by the 0300 Coordinator • This role has Lancashire-wide responsibility
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Summary of key attributes & Qualifications for role:	<ul style="list-style-type: none"> • Experienced customer service worker with a proven track record of achieving and exceeding excellent customer service • Excellent organisational, time management and communication skills • Working with colleagues to develop the existing service to minimise complaints and maximise reach • Experience of direct delivery of information and signposting provision to vulnerable adults.
Main KPI's / performance measured against:	<ul style="list-style-type: none"> • Calls answered, missed and returned • Customer satisfaction – complaints and complements • Contribution to Operations strategy KPIs
Safeguarding	<p>Safeguarding is everyone's responsibility and all employees are required to act in such a way that at all times safeguards the health and wellbeing of children and vulnerable adults. Familiarisation with, and adherence to, the appropriate organisational Safeguarding Policies and any associated guidance is an essential requirement of all employees as is participation in related mandatory/statutory training.</p> <p>All employees must ensure that they understand and act in accordance with this clause. If you do not understand exactly how this clause relates to you personally then you must ensure that you seek clarification from your immediate manager as a matter of urgency. Equally, all managers have a responsibility to ensure that their team members understand their individual responsibilities with regard to Safeguarding Children and Vulnerable Adults.</p>

Generic Clauses:	<ol style="list-style-type: none">1. To comply in all aspects with Age UK Lancashire's policies and procedures2. To contribute to and participate in fundraising activities for Age UK Lancashire.3. To participate and contribute to Age UK Lancashire's activities, attending meetings, training courses etc as required.
Flexibility Clauses:	<ul style="list-style-type: none">• The nature of this post will require flexibility to meet urgent needs as they arise, this may entail occasional weekend or evening work.• This job description is not intended to be exhaustive.• The post-holder will be expected to adopt a flexible attitude to the duties which may have to be varied (after discussion with the post holder) subject to the needs of the service and in keeping with the general profile of the post

Age UK Lancashire



Vision

Until everyone is living their best later life

Mission

Delivering Outstanding, Responsive & Inclusive Services & Solutions

Values:

We Innovate -

We embrace new ideas, finding better solutions and ways to support our customers.

We Care -

We are inclusive, we support each other, treat everyone with respect, are accessible and listen & act in the best interests of all.

We go above & beyond -

Excellence is the norm, we are only satisfied when we do our best, we strive to go above and beyond in all that we do

We take responsibility -

We value and respect individual and team contribution, taking responsibility for our own actions and their impact.

We are proud to work here -

We value Age UK Lancashire, it's role in making a positive difference and are proud of our ability to make an impact through our work and in our communities

www.ageuklancs.org.uk



Age UK Lancashire - Person Specification	Essential	Desirable	Assessed by			
			Application Form	Assessment Centre	Presentation	Interview
Customer Services Advisor						
Experience						
Experience of working in a reception/first point of contact	✓		✓			✓
Experience of excellent customer service measures	✓		✓			✓
Promotion, publicity, outreach & engagement		✓	✓			✓
Experience of data collection and monitoring		✓	✓			✓
Experience of recruiting, supporting and working with volunteers		✓	✓			✓
Experience in working with vulnerable client groups in a professional, caring manner		✓	✓			✓
Knowledge						
Knowledge of Database & CRM	✓		✓			✓
A sound understanding of AUKL services and products		✓	✓			✓
Understanding of the needs of older and vulnerable people and relevant information, advice and signposting measures	✓		✓			✓
A clear understanding of information governance measures, applicable to service delivery		✓	✓			✓
An understanding of delivering person-centred, holistic services		✓	✓			✓
Skills						
Superb communication and interpersonal skills, both written and verbal	✓		✓			✓
Ability in applying open-questioning and a non-judgemental approach in gathering relevant information to inform appropriate support measures	✓		✓			✓
Highly Organised and self-motivated	✓		✓			✓
Team working and collaborative skills	✓		✓			✓
Independent, capable and decisive self-starter	✓		✓			✓
Sound attention to detail	✓		✓			✓

Excellent administration skills	✓		✓			✓
Ability to work under pressure and to deadlines, maintaining high standards	✓		✓			✓
Other Requirements						
Excellent IT skills with an ability to work well with MS Office applications and other standard operating systems including CRM including databases and telephony systems	✓		✓			✓
Demonstrable commitment to the values of Age UK Lancashire	✓		✓			✓