**CUSTOMER LIAISON COORDINATOR**

Age UK Lincoln & Kesteven is a local independent charitable organisation and part of the Age UK Brand Partnership. Our organisation has been providing services and support to people aged 50 and over in the Lincoln City and surrounding areas for over 55 years, ensuring that they get the most from life.

Our vision and mission statement drive everything we do.

**Our vision**

*A world in which older people flourish.*

**Our mission**

*To improve lives of older people.*

Our values underpin our work:

* **Caring & Understanding** – We recognise and understand the individual needs and requirements of our customers.
* **Dignity & Respect** – We treat our customers with the dignity and respect that they deserve at all times.
* **Dedicated & Passionate** – We are dedicated and passionate about ensuring the voice of older people is heard and valued.
* **Independence** – We are committed to supporting older people to live a fulfilling and independent lifestyle.
* **Compassionate** – We work compassionately to provide services and support to older people in our community.

If you are motivated by our values, vision and mission statement, want to be part of a fast growing, forward thinking and friendly organisation please read on.

**Job Description**

**Job Title:** Customer Liaison Coordinator

**Location:** Office based at 36 Park Street, Lincoln, LN1 1UQ

**Hours of work:** 35 hours per week

**Responsible to:** Activity Centre Manager

**Job Purpose:** First and last impressions count! You will be responsible for helping us make the very best impression possible. Providing a key point of contact to our customers and be an expert advisor on Age UK Lincoln & Kesteven’s services. Offering a friendly, welcoming and efficient service. Respond courteously to customer requests and play an integral part in achieving the organisations mission statement and goals.

**Main Tasks:**

* Have an exceptional telephone manner at all times
* Be a warm welcoming and proactive team member, providing information and guidance for service users, with a friendly and approachable manner
* To provide a screening/triage service for the Information & Advice Department
* Maintain an up to date knowledge of all Age UK Lincoln & Kesteven’s services
* Coordinate volunteers to run IT classes
* Provide training support and supervision to reception volunteers, ensuring their skills and knowledge are current and accurate
* Provide a signposting service onto other organisations and agencies
* Promote Age UK Lincoln & Kesteven’s services through leaflets, stands and displays, ensuring all promotional material displayed is up to date and maintaining sufficient stock
* Create and support marketing strategies in order to promote the organisations services
* Collect and monitor data to record activity levels
* Maintain up to date knowledge of Information & Advice issues relating to older people, particularly up to date knowledge on welfare benefits
* Maintain records and a database of information and statistics on services, take up of services and benefit take up
* Provide reports on service and project activity
* Actively promote the delivery and participation in services and events provided by Age UK Lincoln & Kesteven
* Ensure efficient coordination of the Lunch Club, together with promoting and raising awareness of this service
* Coordinate and promote uptake of membership services
* Collate up to date service user information on a regular basis, whilst ensuring compliance with related information governance
* Carry out all other duties as deemed reasonably appropriate by your Line Manager

**Person Specification**

|  |  |
| --- | --- |
| **E** | **Essential** |
| **D** | **Desirable** |
| **A** | **Application Form** |
| **I** | **Interview** |

**EXPERIENCE**

|  |  |  |  |
| --- | --- | --- | --- |
| **Characteristic** | **E** | **D** | Assessment |
| Experience of face to face customer service | E |  | A/I |

**KNOWLEDGE**

|  |  |  |  |
| --- | --- | --- | --- |
| **Characteristic** | **E** | **D** | Assessment |
| Understanding and appreciation of the needs of older people and persons at risk | E |  | A/I |
| Excellent two-way communication skills with proven ability to communicate effectively both verbally and in writing and liaise effectively with people at all levels and from a variety of cultural backgrounds | E |  | A/I |
| Strong IT skills, particularly of Microsoft Office programs including Word and Excel | E |  | A/I |
| Knowledge and understanding of the issues surrounding customer confidentiality | E |  | I |
| Awareness of the function of Age UK Lincoln & Kesteven services and support |  | D | A/I |

**PERSONAL QUALITIES**

|  |  |  |  |
| --- | --- | --- | --- |
| **Characteristic** | **E** | **D** | Assessment |
| Well-presented and business like | E |  | I |
| Professional with the ability to maintain confidentiality levels at all times | E |  | A/I |
| Ability to work effectively as part of a team, with the initiative to work alone when required | E |  | A/I |
| Approachable, empathetic, friendly and able to get on with others | E |  | A/I |
| Willing to accept instruction and responsibility | E |  | A/I |
| Excellent organiser, proactive and a good time keeper | E |  | A/I |
| Flexible approach, enthusiastic and outgoing | E |  | A/I |
| Good local knowledge of services for older people |  | D | A/I |

**EDUCATION & QUALIFICATIONS**

|  |  |  |  |
| --- | --- | --- | --- |
| **Characteristic** | **E** | **D** | Assessment |
| Good standard of general education, including GCSE Grade C or higher in English and Maths | E |  | A |
| Evidence of training and ongoing development |  | D | A |

**OTHER REQUIREMENTS**

|  |  |  |  |
| --- | --- | --- | --- |
| **Characteristic** | **E** | **D** | Assessment |
| Working flexibility above core hours to include occasional evenings and weekends | E |  |  |
| Satisfactory Enhanced DBS check |  |  |  |

**Conditions of Employment**

* Receipt by us of two satisfactory references. (One reference must be a professional reference from your last employer. Neither referee may be related to you).
* Receipt of proof of your right to work in the UK.
* A satisfactory enhanced certificate issued by the Disclosure and Barring Service.

**Probationary Period**

This post is subject to a six month probationary period.

**Driving Licence & Car Documents**

You must provide your driving licence, valid car insurance stating business use and a valid MOT certificate (where applicable).