**Enquiries Coordinator**

**Job Description**

Line Manager: Services Manager

Based at: The Bradbury Centre, Kingston Road, Portsmouth

Contract Type: 1 Year Fixed Term Contract

Salary: £18,000 - £20,000 pro-rata, per annum

(Dependent on proven experience)

Hours: 22.5 hours per week

**Special Conditions:**

DBS disclosure at enhanced level is required prior to any offer of employment; this post is exempt from the Rehabilitation of Offenders Act 1974.

Age UK Portsmouth (AUKP) is an independent charity which provides high quality and accessible services for people living in Portsmouth and the surrounding areas. The charity generates funds through specific service provision contracts, charitable grants, donations, sales of age-relevant insurance, mobility support products, legacies and via statutory bodies.

**Purpose of the job:**

Age UK Portsmouth provide free, independent and confidential information and advice on a wide range of issues including welfare benefits and entitlements, housing choices, blue badge applications, health and social care, leisure and social activities and staying independent at home.

The Enquiries Coordinator will provide information and advice to individuals, including veterans and their wider families, using person-centred support to ensure connections with appropriate services in-house, or suitably referred onwards.

To support the Services Manager to ensure the effective and efficient operation of the enquiries department which consists of our Information & Advice and reception services, and relevant projects. Responsibilities will include volunteer supervision, record keeping and administration, compliance with quality assurance mechanisms and development.

**Main duties and responsibilities:**

Provide accurate, comprehensive, impartial, timely and relevant information and advice to all enquires in accordance with agreed policies and procedures.

Independently conduct home visits for people who are house-bound and are unable to travel to the Bradbury Centre.

Keep extensive records and continuously update our Client Record Management system, CharityLog, with all relevant content sources, actions, appointments and referrals; scanning hard copy correspondence and attaching it to appropriate service user details i.e. from telephone calls, emails and postal data.

Engage with and supervise volunteers and take responsibility for monitoring and managing volunteer caseloads, ensuring that work is purposeful, targets are clear, caseloads are manageable.

Provide workload cover across the Enquiries services, including reception, in the event of absence.

Ensure that information, advice and support provided is in line with the Department of Work and Pensions (DWP) Alternative Office system guidance.

Conduct and record interactions at regular presentations and outreach sessions, event attendance, referrals and follow-up contact throughout Portsmouth and surrounding local areas, so own transport is essential.

Recruit and support volunteers with caseloads ensuring cases remain manageable to meet targets.

Work closely with other departments and services within AUKP, making cross referrals and providing support to ensure targets are achieved and staff cover as required. Providing support and cover when required to the Reception team.

Keep subject and legislation knowledge up to date and attend appropriate training.

**Monitoring and reporting**

Provide regular quarterly monitoring information, in the required format, to the Services Manager and Executive Team.

Support delivery outcomes and outputs to the specification of any project targets.

Write and collate monthly case studies as requested for the monitoring of all AUKP services and projects; adding to the AUKP central Case Study Library.

Liaise with other AUKP departments and services to assist in achieving holistic support for all service users.

Ensure projects are delivered on target, time and budget, collating electronic management records for each service user.

**Quality:**

Support the adherence to the Age UK Information and Advice Quality Programme of all work undertaken.

Provide the Services Manager with updates to forms and policies and procedures in line with requirements and in accordance with General Data Protection Regulation.

**General Requirements:**

Attend staff meetings, join working parties and project groups as appropriate and engaging in supervision.

Promote the I&A service and all AUKP services throughout statutory, voluntary and other sector partners.

Promote the welfare and safety of vulnerable adults and respond to disclosures or observations of abuse in line with AUKP’s Safeguarding Policy.

To comply fully with obligations under the Genera Data Protection Regulation, in respect of all processing of personal data including obtaining written consent from a data subject in order to process their details.

AUKP operates a No Smoking policy and all staff are required to comply.

This Job Description reflects the requirements of the post at the time of writing. The needs and circumstances may change over time and therefore the Job Description may need to be reviewed in the light of any such changes which may occur.

**Other Duties:**

You are required to undertake such other duties appropriate to the grade and content of the work as may reasonably be required of you. Therefore, the list of duties in this job profile should not be regarded as exclusive or exhaustive. Please note that, in consultation with you, Age UK Portsmouth reserves the right to update your job profile to reflect changes in, or to, your post.

**Person Specification**

|  |  |  |
| --- | --- | --- |
| **Principal Attributes** | **Desirable** | **Essential** |
| Qualified to degree level or equivalent | **✓** |  |
| GCSE A-C in maths and English or equivalent qualification or literacy/numeracy skill |  | **✓** |
| Experience of working with people with mental health problems |  | **✓** |
| Ability to write concise and formal reports, capturing all programme detail ensuring outcomes recorded for future research and better understanding of person-centred intervention | **✓** |  |
| Expertly use IT systems, specifically the Microsoft Office suite including Outlook, Word and Excel |  | **✓** |
| Ability to positively, clearly and sensitively communicate, whilst actively listening to a diverse range of people in a wide range of formats |  | **✓** |
| Approachable and available to vulnerable people, actively asking for and taking into account others’ views and opinions |  | **✓** |
| Ability to research or seek guidance from external organisations including Department of Work and Pensions and Veterans UK to identify resolutions to more complex queries |  | **✓** |
| Able to acknowledge, respect and respond to individual differences and diversity requirements |  | **✓** |
| Excellent team player who jointly facilitates the support and motivation of the team and wider AUKP work, as well as being able to work on own initiative and make appropriate decisions |  | **✓** |
| Excellent organisational skills to enable you to manage your workload effectively, ensuring your targets and deadlines are met, whilst remaining calm under pressure |  | **✓** |
| Excellent customer service skills whilst being a positive representative of Age UK Portsmouth |  | **✓** |
| Ability to look for and act on opportunities, including working with others, to improve services for clients, with regard to promoting independence and reducing risk |  | **✓** |
| Have a military connection or background e.g. served in the armed forces, or family member of someone who has served | **✓** |  |
| Able to meet new challenges and problems in a positive, outcome focused way |  | **✓** |
| Collaborative approach with flexibility to work occasionally outside office hours | **✓** |  |
| Ability to travel independently around the City and surrounding areas |  | **✓** |

**Diversity**

Age UK Portsmouth believes that everyone has the right to be treated equally and that diversity of groups and individuals should be embraced, valued, and respected. Age UK Portsmouth is committed to eliminating any form of discrimination be it direct, indirect,harassment or victimisation; to support this, Age UK Portsmouth has a number of policies that you should ensure you are familiar with and compliant to. All policies are available on the Charity’s share drive. Any breaches may lead to termination of employment.

**Health, Safety and Environment**

You are responsible for ensuring that workplace responsibilities within I&A are carried out with full regard to, and in support of, Age UK Portsmouth’s Health and Safety and Environment Policies.

**Data Protection**

You will responsible for ensuring that workplace responsibilities are carried out in compliance with the requirements of the General Data Protection Regulation and the Data Protection Act 2018, especially concerning confidentiality, treatment of personal information and records management.

**Disclosure & Barring Service formerly the Criminal Records Bureau**

All Age UK Portsmouth staff are required to hold Disclosure Service certification from the Disclosure & Barring Service formerly the Criminal Records Bureau (CRB). New members of staff will be required to submit an application to achieve Disclosure Service certification as part of Age UK Portsmouth’s staff recruitment process.

Further information about the Disclosure Service is available from the DBS website at <https://www.gov.uk/disclosure-barring-service-check/overview>.

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**Equal Opportunities**

AUKP believes in the value and dignity of all people of all ages and it is expected that all employees and volunteers will actively encourage and include such an ethos in all their work.

**PERSON SPECIFICATION**

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| --- | --- | --- | --- |
| **Responsibility** | **Personal criteria**  **Experience, skill, ability or knowledge required** | **Criteria** | |
| **E** | **D** |
| Knowledge and qualifications | * Educated to Level 3 or equivalent in a relevant subject area i.e. military, health, social care, leadership etc. * An understanding of the needs and concerns of older people and in particular veterans * Knowledge of statutory, military and voluntary agencies in Portsmouth and surrounding areas | X  X  X |  |
| Skills | * Ability to write concise and formal reports * Excellent written and oral communication skills * Expertly use IT systems, specifically the Microsoft office suite * Collaborative approach to working with other organisations * Able to meet new challenges and problems in a positive, outcome focused way | X  X  X  X  X |  |
| Experience | * Working confidently with a range of partner organisations particularly within a military setting * Analysis, recording and interpretation of electronic data * Excellent communication and presentation skills * Track record in organising and recording events and presentations | X  X  X  X |  |
| Personal attributes | * Approachable and available to vulnerable people, actively asking for and taking into account others’ views and opinions * Excellent team player who jointly facilitates the support and motivation of the team as well as being able to work on own initiative * Able to meet new challenges and problems in a positive, outcome focused way | X  X  X |  |
| General | * Car owner able to travel independently around the City and surrounding areas accessing partner organisations and home visits. * Flexibility to work occasionally outside office hours | X | X |
| **Criteria: E – Essential D-Desirable**  **Evidenced through: Application, CV, DBS, documentary evidence, interview, task and references** | | | |