

**Job Description**

**Telephone Information Assistant**

**First Point of Contact (FPOC)**

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| **Responsible to:** | First Point of Contact Coordinator |
| **Hours:** | **37 hour per week.** Occasional evening and weekend working will be required. |
| **Location:** | AUKWSBH Office tbc, with travel to other AUKWSBH locations as required. |

**Main purpose of job:**

* The service operates between 9am - 5pm Monday to Friday
* To provide the first point of contact (FPOC) into the organisation .
* To assess and triage all calls and appropriately signpost to the relevant person or service both internally and externally.
* To be solution focussed with a can do approach. To support the coordinator in the recruitment and training of volunteers as this service will be supported by a team of volunteers.
* To carry administration duties to support the service.
* Experience of working in a call centre is desirable

**Main duties:**

1. To provide a wide range of information to older people, their families and carers,
2. To provide clients with information in relation to their issues to enable them to make informed choices.
3. To identify the key issues and signpost to the most relevant service, tradesperson or organisation
4. To ensure clients are either provided with or can access the support they need to achieve their desired outcomes and support the more vulnerable to achieve this.
5. To ensure that clear and comprehensive records of all enquiries received and how they were resolved, are entered on the database, maintained and archived, with all relevant documentation attached.
6. To maintain an up-to-date knowledge of changes in practice, policy and law, both locally and nationally;
7. To support the FPOC coordinator to recruit and train volunteers to meet the required standard.
8. To have a good understanding of the organisational 5 year strategy and implement that into your day to day work
9. To attend and contribute to team meetings and training courses which meet the needs of the individual as well as the team as a whole;
10. To undertake administrative duties to support the team, FPOC coordinator and Information and Advice manager
11. To have a good working knowledge of Microsoft packages, including Excel, word, outlook and MS teams
12. To undertake any other duties commensurate with the role as may be required by the Manager, Information & Advice.

**Governance**

1. To adhere to all health and safety, and legal requirements in line with AGE UK WSB&H policies and procedures including monitoring and taking appropriate, prompt action to ensure compliance.
2. To ensure effective compliance and leadership in relation to compliance with statutory and organisational safeguarding policies and procedures.

1. To ensure data and admin processes are adhered to in line with AGE UK WSB&H policies and legislation of the General Data Protection Act 2018.

1. To regularly and accurately update the client database and provide statistical and monitoring information as required.

1. To attend relevant and mandatory training as required.

1. Monitor hazards and risks and implement relevant organisation processes including but not restricted to: Health & Safety, HR, Information Governance and GDPR and reputational risk.

1. To help deliver the objectives as set out in the organisational strategic plan.

**Key contacts and relationships**

* I&A Manager
* FPOC coordinator and FPOC Information Administrator
* Volunteer Manager and Volunteers
* Information and Advice team
* Data and Insights Team
* Development Managers

**Equal opportunities**

Age UK West Sussex, Brighton and Hove is committed to anti-discriminatory policies and practices and it is essential that the post holder is willing to make a positive contribution to their promotion and implementation.

**Scope of job description**

This job description reflects the immediate requirements and responsibilities of the post. It is not an exhaustive list of the duties but gives a general indication of work undertaken which may vary in detail in the light of changing demands and priorities. Substantial changes will be carried out in consultation with the post holder.

**Person Specification – FPOC Info Assistant**

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| **Essential** | **Desirable** |
| An understanding of and interest in older people, their situations and the opportunities they may want and/or need. | Experience of working or volunteering with older people**.** |
| Excellent communication, coordination networking skills with the ability to collate information, guide, motivate and encourage people to support this function. | Knowledge of the local community, third sector and any other groups or organisation’s working with older people. |
| Highly developed interpersonal skills. | An excellent understanding of safeguarding and ability to follow policies and procedures in this and other areas, as set by AUKWSBH or law. |
| Experience of working in a call-centre or similar environment. | Experience of motivational interviewing. |
| A can-do, positive and professional attitude that can flex and adapt to change and challenges with the skills to manage conflict effectively. |  |
| Ability to work as part of a team including supporting volunteers, to meet service standards. |  |
| A commitment to equality and inclusivity across all aspects of this role. |  |
| Excellent IT and computer skills including good working knowledge of email, Excel and Microsoft Office (including SharePoint and Teams) |  |
| Attention to detail, including a commitment to high levels of customer service. |  |
| A basic understanding of all aspects of sustainability so as to deliver effective and focused services that also minimise environmental impact. |  |
| Full driving license and use of a car.    Ability to efficiently travel or work flexibly which includes travel to different AGE UK WSB&H sites/services. |  |