

JOB DESCRIPTION

Job Title: **Customer Service Officer/ Triage Hub Officer**

Responsible to: Information and Advice Manager

Location: Leominster

Hours per week: 35 hours per week

Job Purpose and Role:

To deal with the increase in demand for services across the charity, we are committed to ensuring that every older person making contact with us receives the relevant advice, information and support to ensure that they have access to all benefits and support that they are eligible for.

The Triage Officer will:

- Provide the initial point of contact for all referrals into Age UK Wyvern's Information & Advice Service
- Deal with enquiries from members of the public, older people and their carers', partner organisations and professional and will involve signposting / referring customer to appropriate services and departments within Age UK and also external partners, organisations, and services
- Ensure that clients are easily able to access the people, services, and information that they require. The role involves handling telephone calls and drop ins in a pleasant and efficient manner, promoting 'customer care' as a main consideration
- Ensure that enquiries are dealt with efficiently, accurately and in a timely manner and that the number of missed calls is kept to an absolute minimum to avoid frustration and further anxiety for the caller

Principle Responsibilities and Duties:

1. Operate a Triage Service delivering high quality information to older people and their carers within Age UK National quality standards whilst providing person-centred support.
2. To ensure that enquiries to the service are answered and dealt with efficiently, accurately and in a timely manner and that the number of missed calls is kept to an absolute minimum.
3. To give first point of contact information to customers accessing our service and ensuring that customers receive accurate, up-to-date information taking due consideration of relevant legislation.

4. To refer more detailed enquiries onto the Information and Advice Advisors for further support
5. To participate in the monitoring of the service within agreed parameters, including referrals, missed calls and any issues with client flow and client satisfaction.
6. Maintain and keep up-to-date appropriate monitoring records and ensuring that message taking is efficient and proactive.
7. To ensure all enquiries are handled appropriately ensuring prompt and accurate referrals to services via the CRM (Charitylog) system.
8. To ensure any customer feedback is recorded promptly and accurately and escalated if appropriate.
9. To maintain effective working relationships with external organisations including referral partners.
10. To consistently work within GDPR and confidentiality legislation / policies
11. Accurately complete all administration and documentation in accordance with the Age UK Wyvern procedures and operational standards.
12. To undertake an initial period of training – including all Age UK information and advice training modules and other mandatory training (safeguarding, GDPR etc)
13. To attend meetings, staff conferences as appropriate.
14. To meet with the line manager for regular planned appraisals and file checking and to ensure any remedial action is undertaken promptly.

Other Information:

- Age UK Wyvern is a Brand partner of Age UK nationally.
- Age UK Wyvern is committed to equal opportunities, principles and practice.
- All staff, in their particular roles and working collaboratively, will be expected to pursue the aims and objectives of Age Wyvern set out in the overall strategic plan of the Organisation.
- All staff must work within the policies and guidelines adopted by the Organisation
- All staff will participate in the supervision and appraisal systems adopted by the Organisation.
- All staff will undertake the training required for the post

PERSON SPECIFICATION

Essential	Desirable
Excellent IT skills with knowledge of Microsoft Office packages	Understanding of the role of AGE UK and services
Experience of person-centred support	Experience of the voluntary sector and inter-agency working
General understanding of the issues affecting the lives of older people and their carers	Understanding of the role of Health and Social Care Services
Proven 'Team Player' willing to be flexible and approachable	Prior experience of giving information & advice
An understanding and working knowledge of data protection and confidentiality legislation	Prior experience of handling referrals
Able to set and manage priorities within a busy office environment	
Excellent interpersonal skills and the ability to deal sensitively with a variety of contacts	
Effective communication skills, both written and oral	
Full Driving Licence with access to car	