**ROLE DESCRIPTION**

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| Job Title: | Information Support Officer |
| Division Name: | Telephony Services |
| Department Name: | Helpline  |
| Location: | Blend of office (Edinburgh-based) and home working |
| Salary: | £17,250pa pro rata  |
| Hours: | 15 hours per week covering peak times *Sample pattern: 10am – 1pm, Mon - Fri* |
| Contractual Status of Role:  | Fixed term until 31/08/2022 |
| Job Title of Line Manager: | Telephony Assistant Manager |
| Job Purpose: | Responsible for providing an exemplary ‘First Port of Call’ service in a virtual contact centre environment with inbound and outbound contact, providing Information and Friendship to older people living in Scotland, their families and carers. To provide cover and support to other telephony services within Age Scotland. |
| Main Responsibilities | * Provide a friendly and professional service and support the client’s positive journey.
* Assess client enquiries and identify the most appropriate services and options for their situation.
* Manage interactions in line with agreed processes: capture and record information, provide clients with signposts, order fulfilment items, escalate to other teams, and refer customers to other services as required.
* Manage clients’ expectations and adapt to current campaigns and/or media activity.
* Accurately record client and interaction data within our CRM, telephony and other systems.
* Handle enquiries in line with our regulatory and quality standards, including: Age UK Information & Advice Quality Programme and Scottish National Standards for Information and Advice Providers.
* Recognise, assess and escalate safeguarding incidents in line with agreed procedures.
* Recognise and assess complaints, resolve simple concerns and escalate more complex issues to the relevant individual or team.
* Maintain up-to-date knowledge and understanding of Age Scotland’s Information guides and factsheets.
* Assist with administration as required.
* Complete all activities in line with agreed policies and procedures.
* Establish client contact preferences and comply with data protection processes.
* Undertake any other related work as designated by the Telephony Assistant Manager.
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| Performance Measures | * Adherence to objectives and departmental goals.
* Call monitoring to exceed 80% call quality.
* Conduct, performance and absence in line with company guidelines.
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**PERSON SPECIFICATION**

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| Experience | **Essential:*** Previous Customer Service experience
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| **Desirable:*** Experience in a generalist information and advice telephone service
* Working with volunteers
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| Knowledge/Skills | **Essential:*** A good understanding of issues affecting older people.
* Ability to listen to callers and demonstrate empathy and understanding.
* Good understanding of Word / Excel / Outlook.
* Effective listening, oral and written communication skills.
* Previous experience of using CRM systems to process customer data.
* Accurate data entry skills.
* An understanding of, and commitment to, equal opportunities; you need to relate positively to people of different cultures, backgrounds and experience and believe in the equal value of people regardless of race, religion, culture, gender, age, disability or sexuality.
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| **Desirable:*** Safeguarding of vulnerable people
* Issues affecting older people and their carers
* Demonstration of evaluation models and how to measure our impact
* Knowledge of telephony systems
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| Qualifications: | **Desirable:** * Customer Service Qualification
* ECDL (European Computer Driving Licence) or equivalent computer skills qualification
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| Personal Qualities | **Essential:*** Confident, professional, outgoing telephone manner
* Patience
* Flexible attitude to hours of work
* Ability to work as part of a team
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| Additional Requirements: | **Essential:*** Willingness to work from the Edinburgh office when required.
* Commitment to the aims and vision of Age Scotland and the ability to demonstrate those values in your work.
* Commitment to providing older people with high quality Information and Advice
* An understanding of and commitment to equal opportunities.
* Commitment to work alongside and support volunteers.
* Commitment to tackling the stigma of isolation and loneliness
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| ***Notes:**** *This role description is not intended to be exhaustive in every respect, but rather to clearly define the fundamental purpose, responsibilities and dimensions for the role. Therefore, this role description does not describe any individual role holder.*
* *In addition to the contents of this role description, employees are expected to undertake any and all other reasonable and related tasks allocated by line management.*
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