Job Title: Contact Centre Adviser

Salary: £19,198 - £24,198 (all other areas)

Reports to: Manager / Team Leader

Location: Bristol

Who are we?

Shaw Trust is a progressive charity on an exciting journey to help five times more people over the next five years. For over 30 years we have supported disabled and disadvantaged people to make positive changes to their lives through training and employment, and our ambitious plans need the right people to help us transform many more lives, in many more ways.

What we do is exciting, fulfilling and diverse and it's about to get even better. As well as employment services, we work with kids in schools, help offenders in prisons, and empower people to take part in activities that many of us would take for granted.

Working with us gives you far more benefits than a standard package; it gives you the chance to help turn someone's life around.

What we need?

A Contact Centre Adviser to act as an end to end link for Shaw Trust customers by monitoring the progress of the customer journey from referral to sustained employment via email and phone.

Are you right for the job?

- Do you have experience of working in a call centre or call handling environment?
- Do you thrive in an environment that encourages you to find new ways to help people?
- Do you have a strong track record of achieving targets?
- Do you work well in a team and stay focused under pressure?

Person Specification

Job Title: Contact Centre Adviser

(E = Essential D = Desirable)

Core Competencies

- Embraces change and drives continuous improvement **(E)**
- People centred in a commercial framework, takes accountability for results **(E)**
- Demonstrates a passion to further the charitable aims of the organisation and acts with integrity **(E)**
- Collaborates and unites with others behind the organisations mission **(E)**
- Provides a best in class service to all customers internal and external **(E)**

Technical competency (qualifications and training)

- Holding or able to achieve NVQ Level 3 Customer Service or IAG (or equivalent) **(D)**
- Excellent IT skills with ability to use Microsoft Office and databases **(E)**

Experience

- Administration experience **(E)**
- Use of Customer relationship management systems or databases **(E)**
- Demonstrable experience of successfully working to targets. **(E)**
- Previous experience within welfare to work or customer group experience **(D)**
- Previous experience with call handling **(E)** or within a busy call or contact centre environment **(D)**

Knowledge

- Understanding of data protection and information security **(E)**
- Understanding of our customer group **(D)**

Personal qualities, communicating and relating to others

- Excellent interpersonal and communication skills both written and verbal **(E)**
- Ability to meet performance targets **(E)**
- Able and willing to work outside of normal working hours **(D)**
- Good organisational skills and time management. **(E)**
- A motivational, flexible and problem solving approach **(E)**

Safeguarding

- Be able to display an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults. **(E)**
- This post requires a Basic DBS check **(E)**

Other

- Have an understanding of and be able to demonstrate a commitment to Equal Opportunities and Diversity **(E)**
- Awareness of Health & Safety issues **(D)**
- Awareness of disability issues **(D)**

Main Duties and Responsibilities

1. Provide a link to customers via telephone, email, SMS, mail and Shaw Trust's customer portal to provide information, book appointments and monitor progress throughout customer journey.

2. Make first contact with customers on behalf of Shaw Trust and Supply Chain Partners to complete triage assessments over the phone and book first appointments..

3. Refer customers to suitable support providers where they are not eligible for programme where appropriate.

4. Liaise with commissioners, Advisers, supply chain partners and Volunteers where applicable to track customer progress.

5. Maintain contact with customers as per the programme requirement

6. Provide tracking and follow-up support for customers not attending interventions or who are thought to have entered employment, where applicable

7. To update relevant systems to ensure seamless approach to customer support, especially relating to agreed terms for in-work support.

8. To adhere to Shaw Trust policies, procedures and quality standards.

Other

1. To undertake any further training as identified in the Shaw Trust review procedures.

2. Ensure that safe working practices are followed in respect of COSHH and other Risk Assessment control measures.

3. Employees must comply with the provisions of 'The Health and Safety at Work Act 1974' and must take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts of omissions whilst at work. Employees are also required to co-operate with their employer to enable them to perform or comply with any statutory provisions. The Trust's efforts to promote a safe and

healthy working environment can only succeed with the full co-operation of its employees.

4. To understand, comply with and promote Shaw Trust's safeguarding policy and procedures. It is the responsibility of all employees to make the working environment safe and secure for all. Everyone must adhere to the 5 Rs in relation to possible abuse: Recognition, Response, Reporting, Recording and Referral. The Trust can only ensure its dedication to the protection of vulnerable people with the full cooperation of its employees.

5. The Trust has an Equality and Diversity Policy and it is the responsibility of all staff to comply with this. The key responsibilities for staff under this Policy are set out in the Trust Code of Conduct.

6. To maintain the confidentiality about clients, staff and other Trust business. The work is of a confidential nature and information gained must not be communicated to other persons except in the recognised course of duty. The post holder must meet the requirements of the Data Protection Act at all times.

7. To maintain awareness of risk and to take personal responsibility for ensuring that the Trust is not unnecessarily exposed to risk. To report any issues or concerns relating to risk and the effectiveness of the Trust's risk management arrangements.

8. Be aware of, promote and implement Shaw Trust's Risk, Quality and Information Security Management Systems.

9. To report to line manager, or other appropriate person, in the event of awareness of bad practice.

10. Recycle and manage energy within your environment.

This job description is intended to provide a broad outline of the main duties and responsibilities only. The post holder will need to be flexible in developing the role in conjunction with the line manager. The post holder may be asked to carry out any other delegated duty or task that is in line with their post.