

## **Job Description**

<b>Job Title:</b>	<b>Customer Support Officer (WHP-JETS)</b>
<b>Reports to:</b>	<b>Customer Support Team Leader</b>
<b>Salary Range:</b>	£20,073 - £25,073 <b>(All other areas)</b> £21,077 – £26,077 <b>(South East)</b> £22,080 – £27,080 <b>(London)</b>
<b>Location:</b>	<b>Home Based covering Central, Home Counties or London delivery</b>

### **Purpose**

To manage the referral process of all participants to the Work and Health Programme Job Entry: Targeted Support (WHP-JETS) and process all required information to and from DWP. This will include processing referrals from Jobcentre Plus, making initial contact with participant to agree first appointment via email and phone as well as maintaining the Department for Work and Pensions (DWP) Provider Referral and Payment system (PRaP) records throughout the participant's time on programme.

### **Main Duties and Responsibilities**

1. Download and action PRaP referrals on a daily basis ensuring all contractual deadlines and requirements are met.
2. Provide a link to participants via telephone, email, SMS, mail and Shaw on-line to provide information, book appointments and monitor progress throughout customer journey.
3. Make first contact with participants on behalf of Shaw Trust over the telephone including completing an assessment of needs that may affect initial engagement on with the programme.
4. Allocate participants to appropriate Employment Advisor
5. Liaise with Employment Advisors and monitor internal case management systems to track participant's engagement and progress.
6. Ensure PRaP is constantly up to date to ensure DWP deadlines and contractual requirements are met.
7. 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.

## Person Specification

**Job Title: Customer Support Officer (WHP-JETS)**

(E = Essential D = Desirable)

<b>SKILLS AND CORE COMPETENCIES</b>
<p><b>Technical competency (qualifications and training)</b></p> <ul style="list-style-type: none"> <li>• Holding or able to achieve NVQ Level 3 Customer Service or IAG (or equivalent) <b>(E)</b></li> <li>• IT skills with databases and Microsoft Office. <b>(E)</b></li> </ul>
<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Demonstrable experience of successfully working to targets. <b>(E)</b></li> <li>• Previous experience within welfare to work. <b>(D)</b></li> <li>• Previous experience within a busy call or contact centre environment. <b>(D)</b></li> </ul>
<p><b>Knowledge</b></p> <ul style="list-style-type: none"> <li>• Understanding of data protection and information security. <b>(E)</b></li> <li>• Knowledge of the Government Employment Programmes and benefit system in general. <b>(D)</b></li> <li>• Understanding of our customer group and the barriers that unemployed people may face. <b>(D)</b></li> </ul>
<p><b>Personal qualities, communicating and relating to others</b></p> <ul style="list-style-type: none"> <li>• Excellent interpersonal and communication skills. <b>(E)</b></li> <li>• Ability to meet performance targets. <b>(E)</b></li> <li>• Able and willing to work outside of normal working hours. <b>(E)</b></li> <li>• Good organisational skills and time management. <b>(E)</b></li> <li>• A motivational, flexible and problem solving approach. <b>(E)</b></li> <li>• Excellent communication skills at all levels, verbal and written. <b>(E)</b></li> </ul>

**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 Disclosure and Barring Service disclosure at Enhanced level. **(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 and social exclusion issues. **(D)**