

Job Description

Job Title:	Customer Support Officer – Operations (WHP-JETS)
Reports to:	Regional Delivery Manager
Salary Range:	£20,073 - £25,073 (All other areas)
Location:	Home Based covering Central England or Home Counties

Purpose

To manage and process participant funding requests, training requests and other required data requests from participants who are active or in work on the Work and Health Programme Job Entry: Targeted Support (WHP-JETS) provision. This will include processing requests from Employment Advisors, Team Leaders and Regional Delivery Managers ensuring that the data input process and accuracy is adhered to including maintaining and updating the internal systems and liaising with participants and staff members where required.

Generate reports where required and to also ensure that orders completed are up to date and inline with our spend and qualification systems including liaising with supply chain partners where required.

Main Duties and Responsibilities

1. Through our customer management systems (MPS system) and in line with our expenses process update and process resource requests on a daily basis.
2. Through our Digital College system process participant training requests ensuring that the participant has the relevant access to attend the sessions
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4. Provide a link to participants via telephone, email, text, mail and Shaw on-line to provide information, book appointments and monitor progress throughout customer journey.
5. Make contact with participants on behalf of Shaw Trust or internal colleagues over the telephone or through Microsoft Teams where required to support with participant queries if the need should arise.

6. Maintain the accuracy of reports and systems and generate reports where required to ensure contract 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.

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.

<p align="center">Person Specification</p> <p align="center">Job Title: Customer Support Officer (Operations)</p> <p align="center">(E=Essential D=Desirable)</p>
<p>SKILLS AND CORE COMPETENCIES</p>
<p>Technical competency (qualifications and training)</p> <ul style="list-style-type: none"> • Holding or able to achieve NVQ Level 3 Customer Service and Business Admin or equivalent. (E)
<p>Experience</p> <ul style="list-style-type: none"> • Demonstrable experience of successfully working to targets. (E) • Previous experience within customer service and data. (D) • Previous experience within a busy data process environment. (D) •
<p>Skills and Attributes</p> <ul style="list-style-type: none"> • Understanding of data protection and information security. (E) • Knowledge of the Government Employment Programmes and benefit system in general. (D) • Understanding of our customer group and the barriers that unemployed • Excellent verbal and written skills and ability to communicate concisely and effectively (E) • Demonstrable experience of providing excellent customer service skills (E)
<p>Personal qualities, communicating and relating to others</p> <ul style="list-style-type: none"> • Excellent interpersonal and communication skills. (E) • Ability to meet performance targets. (E) • Good organisational skills and time management. (E) • A motivational, flexible and problem solving approach. (E) • Ability to work well as part of a team and independently when required (E)
<p>Safeguarding</p> <ul style="list-style-type: none"> • 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 Check at a Basic level. (E)
<p>Other</p> <ul style="list-style-type: none"> • 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)