

Job Description

Job Title:	Customer Support Officer
Reports to:	Customer Support Team Leader
Salary Band:	E
Location:	Flexible to be home or centre based, within Central and West London / South and East London / Home Counties

Purpose

Restart is an innovative programme, aimed at supporting individuals (participants) who are seeking employment, to help them to find work. The Customer Support Officer plays a crucial role in managing referrals to the programme from Job Centre Plus (JCP), receiving incoming calls and booking initial appointments for participants, conducting an eligibility check and completing an initial triage assessment. The Customer Support Officer will create accurate records and will carry out reporting activity.

Main Duties and Responsibilities

1. Manage incoming calls from JCP to book warm handover calls.
2. Use high standards of customer service to liaise effectively within internal and external stakeholders.
3. Follow reporting procedures and make efficient records and produce accurate reports.
4. Make first contact with participants, supporting them to engage on the programme, completing warm handover calls including eligibility checks and a triage assessment.
5. Conduct accurate and efficient data entry to create participant records and create appointment bookings using the in-house database and systems.
6. Create accurate and timeline reports to demonstrate participant progress, circulating to internal and external stakeholders in line with guidelines.
7. Have a high level of discretion and confidence and adhere to General Data Protection Regulations (GDPR).
8. Provide telephone and remote support to participants who are in employment to help address any queries that they have, liaising with the delivery team as appropriate.
9. Be an advocate and role model of the Shaw Trust, promoting our services as appropriate and signposting participant and third parties to support that they can access across the Shaw Trust group.

Other

10. To undertake any further training as identified in the Shaw Trust review procedures.
11. Ensure that safe working practices are followed in respect of COSHH and other Risk Assessment control measures.

12. 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.
13. 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.
14. The Trust has a Diversity and Inclusion 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.
15. 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 always meet the requirements of the Data Protection Act.
16. 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.
17. Be aware of, promote and implement Shaw Trust's Risk, Quality and Information Security Management Systems.
18. To report to line manager, or other appropriate person, in the event of awareness of bad practice.
19. Recycle and manage energy within your environment in line with Shaw Trust's Strategic aim to adopt green approaches and become carbon neutral.

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 (Restart)</p> <p align="center">(E=Essential D=Desirable)</p>
SKILLS AND CORE COMPETENCIES
<p>Technical competency (qualifications and training)</p> <ul style="list-style-type: none"> NVQ Level 3 Customer Service or IAG (or equivalent experience) (D)
<p>Experience</p> <ul style="list-style-type: none"> Demonstrable experience of successfully working to targets. (E) Experience of delivering good customer service. (E) Previous experience within welfare to work. (D) Previous experience within a busy contact centre environment. (D) Understanding of our customer group and the barriers that they may face. (D) Demonstrable experience of meeting performance targets. (D)
<p>Skills and Attributes</p> <ul style="list-style-type: none"> Good IT skills with experience of using databases and Microsoft Office packages. (E) Comfortable communicating via telephone, inbound and outbound calls. (E) Understanding of data protection and information security. (D) Good organisational skills and time management. (E) Ability to adapt communication approach, negotiate and liaise with people at all levels. (E) Ability to problem solve and respond appropriately to a wide range of situations. (E) A flexible approach to coping with the varying demands of the role. (E)
<p>Personal qualities, communicating and relating to others</p> <ul style="list-style-type: none"> Excellent interpersonal, communication and customer service skills. (E) Commitment to providing a quality service to clients and colleagues. (E) Ability to work as part of a team and individually. (E) Self-motivated. (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"> Understand and be able to demonstrate a commitment to Equal Opportunities and Diversity (E)