

Assistant Technical Services Coordinator

About the organisation

Age UK Lincoln and South Lincolnshire is an independent local charity, part of the Age UK brand partnership. We are a fast paced, forward thinking and friendly organisation, supporting more than 5000 people every week. Based at our activity centre on Park Street in Lincoln, we support clients right across the county through activities, social groups and the many services we provide.

Our vision – **a world where older people flourish** – is delivered in the pursuit of our strategic priorities and values:

To improve the lives of older people

Caring & Understanding

To increase our organisation's financial sustainability and contribution to the local economy

Dedicated & Passionate

To be leaders in providing high quality services and achieve customer excellence

Dignity & Respect

To be a partner of choice

Independence

To be an employer of choice for staff and volunteers

Compassionate

We employ more than 260 people in 19 different departments who are supported by more than 150 volunteers. As we continue to grow as an organisation, we are looking for the right people to join us. If you're motivated by our vision, believe in our strategic priorities and embody our values in everything you do, why not apply for a role at Age UK Lincoln & South Lincolnshire.

Our recruitment and selection process

All candidates are required to complete our [application form](#) to ensure a fair and consistent process; CVs will not be accepted.

The questions we ask are designed to capture the key information about your employment history and the skills and qualifications you have gained whilst at work or in education. We encourage applicants to use the job description and person specification when completing their application to demonstrate they understand the role for which they are applying.

Applications are sent to the hiring managers for short listing once the job advert has closed. In some cases, your application may be sent before the closing date if a sufficient number of applications are received.

We are unable to provide feedback on any application received by the organisation.

Job Description

Job title:	Assistant Technical Services Coordinator
Department:	Technical Services
Location:	36 Park Street, Lincoln, LN1 1UQ
Hours of work:	35 hours per week (Mon – Fri, 8:30am – 4pm), with occasional weekend and evening work as required
Contact:	Permanent
Responsible to:	Technical Services Coordinator
Job purpose:	To support a team of Technicians and Handypersons to successfully deliver a range of Home Maintenance services and personal alarms enabling people to remain safe and independent at home.

Key Responsibilities:

- To support the effective day to day co-ordination of the Technical Services Team.
- To support the Technical Services Coordinator and Manager to meet performance targets.
- To maintain an excellent working relationship with Lincolnshire Housing Partnership colleagues to ensure effective delivery of the Lincolnshire Telecare Service.
- To take an active role in promoting services delivered by Age UK Lincoln & South Lincolnshire.
- To support customers to understand the services on offer, undertaking telephone referrals and assessments.
- To ensure that customers are able to access available services and enable them to participate appropriately in all aspects of community life, and to liaise with other agencies on their behalf, when appropriate.
- To ensure annual reviews of individual customers are scheduled efficiently.
- To handle any customer problems or complaints, providing empathy and a solution focused approach, before escalating to the Technical Services Manager if appropriate to do so.
- To support the Technical Services Manager in delivering the most effective outcomes for customers. In particular, ensuring exit strategies are followed when our service no longer meets the needs of the customer.
- To maintain appropriate professional relationships with customers, and to maintain the highest standards of customer confidentiality, in strict accordance with GDPR, and other relevant policy and legislation.
- Maintain customer database ensuring all internal records and data are accurate and up to date and all data removal requests are processed in a timely manner.
- Carry out scheduled audits and stock takes.
- To cross reference customer data against that held by partner organisations to ensure invoices are raised accurately and in a timely manner.
- To participate in team meetings, and provide and receive support from other staff members, sharing skills, expertise and experience as appropriate.
- To work with Alarm Monitoring Centres to ensure all paperwork and customer records for telecare and response customers is up to date.
- To maintain a sound understanding of up to date legislation, good practice, and service developments.
- Ensure all Age UK Lincoln & South Lincolnshire policies and procedures are followed and adhered to, with particular reference to the Health and Safety Policy, Lone Worker Policy, Safeguarding Adults and Moving and Handling Policy.

- Carry out any duties deemed reasonable by the Technical Services Coordinator and Manager.

Person Specification

E	Essential	D	Desirable	A	Application	I	Interview
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Experience

Evidence of excellent customer service skills	E	A
Evidence of accurate record keeping	E	A/I
At least 1 year in an administrative role	E	A/I

Knowledge

Understanding and appreciation of the needs of older people and persons at risk	E	I
An excellent communicator – with proven ability to communicate effectively both verbally and in writing and liaise effectively with people at all levels and from a variety of cultural backgrounds	E	A/I
Good knowledge of Microsoft Office programs including Word and Excel.	E	A/I
Able to problem solve in a responsive manner and deal with situations arising in a calm and professional way	E	I
Ability to think creatively and independently	E	A/I
Awareness of the function of Age UK Lincoln & South Lincolnshire's services and support	D	A/I

Education & Qualifications

Good standard of general education, including GCSE in Maths and English (or equivalent)	E	A/I
Relevant administration qualification	D	A/I
Evidence of training and ongoing development	D	A/I

Personal Qualities

Well-presented and professional approach	E	I
Enthusiastic, outgoing and demonstrates flexibility	E	A/I
Ability to work effectively as part of a team, with the initiative to work independently when required	E	A/I
Willing to accept instruction and responsibility	E	A/I
Organised and a good time keeper	E	A/I
High attention to detail	E	A/I
Good local knowledge of services for older people	E	A/I

Additional Information

Probation Period

All employees are subject to a six-month probationary period.

DBS (Disclosure & Barring Service)

This post requires an enhanced DBS check (adult's barred list).

Conditions of Employment

- Receipt of two satisfactory references (one must be a professional reference from your current or most recent employer; neither may be related to you)
- Proof of your right to work in the UK (please visit <https://www.gov.uk/prove-right-to-work> to find out what documents we can accept as proof of identity)
- A satisfactory enhanced certificate issued by the Disclosure and Barring Service (please visit <https://www.gov.uk/government/publications/dbs-identity-checking-guidelines/id-checking-guidelines-for-standardenhanced-dbs-check-applications-from-1-july-2021#group-1-primary-identity-documents> to find out what documents we can accept as proof of identity)

To find out more about this role please email HR@ageuklsl.org.uk or call 0345 556 4144 and ask to speak to a member of the HR team.