



## JOB DESCRIPTION Signposter/Service Administrator

<b>Post Title:</b>	Signposter/Service Administrator	<b>Pay Scale:</b>	£22,395.36 p/a FTE AUNN Band CD
<b>Department:</b>	Services/First Link	<b>Hours of Work:</b>	15-22 hours per week
<b>Responsible to:</b>	Operational Manager (Signposting)	<b>Tenure:</b>	Permanent
<b>Based:</b>	Home/Office	<b>Date of issue:</b>	November 2024

Our charity shares a common goal, no matter what job role we carry out: that older people can find the help and support they need to enjoy their later life as much as possible.

### PURPOSE OF THE DEPARTMENT/SERVICE

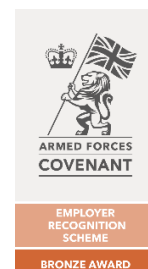
Age UK Nottingham and Nottinghamshire provide a range of services to older and/or vulnerable people locally. The First Link team is the 'front door' to all of our services, it handles incoming calls, receives and triages referrals for our services, delivers our information and signposting functions, and provides clerical support to all services.

### PURPOSE OF THE POST

The key purpose of this role is providing high quality information, signposting, and administration services. This includes responding to initial enquiries and requests for information/signposting, as well as handling and triaging referrals into our services. In addition to this the postholder will provide administrative support to our services, in line with agreed protocols.

### KEY DUTIES & RESPONSIBILITIES

The post holder is expected to demonstrate an acceptable level of competence in their role for each of the key duties and responsibilities listed below. Competence means demonstrating the required skills, abilities, attitude and behaviours in your work role.



### **Communication and Customer Service (C&C)**

1. To provide high quality information and signposting services to service users.
2. To carry out holistic triaging to ensure that service users receive appropriate services.
3. To deal with all service users and others in an empathetic, professional, and values based, manner.
4. To provide reception style duties, such as meeting and greeting service users / others who visit our locations.
5. Work closely with internal services and partner organisations as appropriate to foster and effectively maintain positive working relationships.

### **Planning and Organisation (P&O)**

1. Ensure all deadlines and targets linked with the appropriate funding programmes are adhered to as a key priority.
2. Effectively manage your own diary and workload including client-facing work, team meetings and administration and other tasks as appropriate.
3. To have responsibility for certain tasks, such as maintaining appointment booking systems, database activities, and post administration, in agreement with your manager.
4. Be proactive within the role and provide cover for team members in their absence where reasonable and appropriate.
5. Provide appropriate support to volunteers and colleagues.

### **Recording & Monitoring (R&M)**

1. To enter all individuals and contacts onto our CRM, including all personal details, details of any action taken, referrals made, and ensuring that Age UK information & advice codes are entered.
2. To support the team in ensuring that all sources of information are kept up to date and in good order.
3. To maintain filing systems as appropriate.

### **Quality (Q)**

1. Ensure all systems and procedures comply with quality requirements.
2. To participate in monthly peer quality checks.
3. To keep records for performance monitoring purposes as agreed with your line manager.
4. To ensure all money received in the mail is recorded appropriately and passed to the finance team for banking.
5. Comply with working practices and protocols to ensure a high quality service.

### **Charity Focus (CF)**

1. To have a good understanding of the services provided by the charity.
2. Assist with attending events and other outreach activities, on an occasional basis, to promote relevant services.
3. Follow all office systems and procedures, making recommendations for improvement and updating these where appropriate.

### **Team Work (TW)**

1. Fully engage in informal catch-ups and team meetings to maintain a continuous flow of communication and peer support throughout the team
2. Work flexibly with other members of the wider team to ensure that key activities are delivered in an open and supportive environment

### **Specialist Knowledge (SK)**

1. Process and triage appropriate referrals to the service in a timely and efficient manner to ensure service users are contacted within our service guidelines.

*Please note that all posts within the charity carry this level of expectation.*

## **Charity Responsibilities - Standard Clauses**

### **Your Needs**

- You will keep under review your own developmental needs, keep yourself informed of current issues and be alert to the Age UK Notts training programmes and policies and attend all supervision meetings advised by your line manager. It is your responsibility along with your line manager to identify training and development needs and to inform your line manager of these (C&C, P&O).

### **Equality, Diversity and Inclusion**

- You will uphold the Age UK Notts Equality, Diversity & Inclusion policies and practices thereby promoting fair and quality services to all. If Age UK Notts deem you have breached any of these policies this may be dealt with under the disciplinary procedure. All policies can be viewed on the Oracle - please ensure you refer to the Equality, Diversity & Inclusion Policy and the Bullying and Harassment Policy (Q, CF).

### **Health and Safety**

- You will take reasonable care for your health and safety and have regard to other persons who may be affected by the performance of your duties, in accordance with the provisions of Health and Safety legislation and actively encourage, promote and reinforce all Health and Safety procedures in accordance with the guidelines laid down in the Age UK Notts Health and Safety Manual (Q).
- You will exercise proper care in handling, operating and safeguarding any equipment or appliance provided, used or issued by Age UK Notts or provided by a third party for individual or collective use in the performance of your duties (Q, C&C).

### **Safeguarding**

- You will raise any concerns regarding safeguarding and report all allegations of abuse in line with the Age UK Notts Safeguarding policy (Q, CF, C&C).

### **Customer Care**

- You will promote and deliver services in a way which is sensitive and responsive to those receiving such services and be aware of and implement the Age UK Notts customer care policies and service level agreement requirements (if applicable) (C&C, Q, CF).

### **Professional Integrity**

- You will maintain at all times the professional integrity of the Charity and represent its main interests in any dealings with other bodies, groups and individuals (CF, Q).

Quality Assurance

- You will uphold and proactively contribute to the Age UK Charity Quality Standard (Q, CF).

Other

- Participate in, and promote fundraising & income generation (CF, C&C).
- Promote all Age UK Notts services and trading products (CF).
- You will attend staff meetings, the annual staff conference and other meetings as requested in order to keep up to date with information within the Charity (CF, C&C, Q).
- You will provide for your line manager regular timesheets, and any other reports or information as required (C&C).
- You will carry out any other specified tasks that may be reasonably required by the relevant Manager, with the proviso that any changes of a permanent nature will be included in the job description (TW).

This job description is intended as a summary of the main elements of the job described. They may be varied from time to time in consultation with the job holder without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.

**I confirm that I have discussed the content of this Job Description with my line manager and that I understand its content.**

<b>Name of Employee:</b>	
<b>Signature of Employee:</b>	<b>Date:</b>
<b>Name of Supervisor:</b>	
<b>Signature of Supervisor:</b>	<b>Date:</b>



## Person Specification Signposter/Service Administrator

**Please indicate on enclosed application form evidence to show why you fulfil each individual point below:**

### **Essential Requirements**

1. Understand the needs of older, disabled and vulnerable people and the difficulties faced by disadvantaged groups in accessing information and advice services. (C&C, Q, CF)
2. Experience of providing a high level of customer service. (C&C)
3. A commitment to providing accurate and consistent information. (C&C, R&M, Q)
4. Ability to deal empathetically and sensitively with people from a wide variety of backgrounds. (C&C, Q, CF)
5. Ability to effectively work as part of a team. (P&O, TW)
6. Good IT skills using all elements of Microsoft Office and an electronic client database. (C&C, P&O, R&M, Q)
7. Ability to remain calm and effective under pressure. (C&C, Q)
8. Confidence and ability to respond to telephone calls and face-to-face enquiries in a polite, efficient, and knowledgeable manner. (C&C, Q)
9. To have a commitment to delivering quality services within the team and the service using appropriate quality assurance tools. (C&C, Q, CF, TW)
10. Ability to prioritise and organise work and meet deadlines. (P&O, R&M, Q)
11. Ability to work in a methodical manner and to follow procedures (P&O, Q)
12. Ability to have an adaptable and flexible working approach. (P&O, TW, CF)
13. Experience of completing clerical/administrative tasks. (P&O, R&M, Q)
14. Willingness to, at times, work outside of normal office hours, as required by the needs of the post. (P&O, TW, CF)
15. Knowledge and understanding of Equality, Diversity & Inclusion issues and a commitment to implement the Age UK Notts Equality, Diversity & Inclusion policy. (C&C, Q, TW, CF)

### **Desirable Requirements**

1. Previous call-centre experience. (C&C)
2. Knowledge of health and social care services in the Nottingham and Notts area. (SK)
3. Experience of using an electronic customer database. (P&O, R&M)
4. Experience of working with older people. (C&C, CF)
5. Knowledge of the voluntary sector. (C&C, Q, CF)



## Summary of Main Conditions of Service Signposter/Service Administrator

<b>Salary:</b>	£22,395.36 per annum, FTE, AUNN Band CD
<b>Start Date:</b>	As soon as possible
<b>Hours of Work:</b>	15-22 hours per week Age UK Notts consider a full-time working week to be 37 hours, Monday to Thursday 9.00 a.m. to 5.00 p.m. and 9.00 a.m. to 4.30 p.m. Friday with 30 minutes for lunch (which is unpaid). Age UK Notts operates a scheme of flexible working hours.
<b>Holidays:</b>	24 working days (pro rated for part time hours). Employees are granted 8 Public Holidays. One additional days leave is added to the annual leave entitlement for each year of service up to a maximum of 8 additional days.
<b>Mileage Allowance:</b>	Currently 45p per mile.
<b>Pension:</b>	The Charity will contribute 4% of basic salary into our NEST pension scheme after 3 months service, with an employee minimum contribution of 4% (in line with auto-enrolment rules). However, employees may contribute more than the minimum required employee contribution.
<b>Place of Work:</b>	Home/Office

\*As this role is home based you would need to ensure that you have adequate equipment and are setup for homeworking. IT equipment will be provided by the Charity.

**N.B.** Due to financial constraints, applicants who are not short-listed will not be notified. If you have not received an invitation to attend an interview within three weeks of the closing date you may assume that your application has not been successful.