

Job Description

Customer Service Advisor, Brighton Hub

Responsible to: Senior Customer Service Advisor

Brief overview of the role:

A new team will be providing face-to-face information and signposting to residents of Brighton & Hove at a new hub on Queens Road, Brighton.

As part of this team, this role will provide accurate and up-to-date information across a wide range of issues affecting older people across the city.

This position is based physically in the hub and will 9:30am – 4pm Monday to Friday.

Service delivery:

1. Deliver outstanding customer service to all hub visitors.
2. Provide information and signposting to older people, their families, carers and associated professionals about a range of issues that may affect them.
3. Support the building management and daily operations to ensure the hub is a safe and welcoming place.
4. Assist people with simple IT issues such as booking train tickets, accessing council websites or signing up for online shopping, as well as printing information where needed.
5. Keep abreast of the latest information relevant to older people, with a focus on issues affecting those living in Brighton & Hove.
6. Share relevant information and updates effectively and promptly with relevant staff/services in the wider organisation as required.
7. Know the difference between information and advice, and ensure correct referrals and signposting are made for internal and external support.
8. Maintain accurate notes to record client/enquirer interaction and information provided on our Customer Relationship Management system (CRM).
9. Understand and gain appropriate consent during interactions.
10. Be a proactive part of the wider team, working together to develop and improve systems, processes and workflows.

Governance:

- To adhere to all health and safety, and legal requirements in line with Age UK West Sussex, Brighton & Hove (AUKWSBH) policies and procedures including monitoring and taking appropriate, prompt action to ensure compliance.
- Monitor hazards and risks and implement relevant organisation processes including but not restricted to: Health & Safety, HR, Information Governance and GDPR and reputational risk.

- To ensure effective leadership in relation to compliance with statutory and organisational safeguarding policies and procedures.
- To ensure data and administrative processes are adhered to in line with AUKWSBH policies and legislation of General Data Protection Regulations (GDPR).
- To regularly and accurately update the CRM and provide statistical and monitoring information as required.
- To attend relevant and mandatory training as required.
- To help deliver the objectives as set out in the organisational strategic plan.

Key contacts and relationships:

Information & Advice team colleagues including volunteers, colleagues across the organisation, other relevant partners as required.

Equality, diversity and inclusion:

AUKWSBH is committed to anti-discriminatory policies and practices. It is essential that the post holder makes a positive contribution to their promotion and implementation.

Scope of job description:

This job description reflects the immediate requirements and responsibilities of the post. It is not an exhaustive list of the duties but gives a general indication of work undertaken which may vary in the light of changing demands and priorities. Substantial changes will be carried out in consultation with the postholder.

Person Specification – Customer Services Advisor, Brighton Hub

Experience	Essential
Experience of working or volunteering with older people.	✓
Sound experience of working in a face-to-face customer service or similar environment with up-to-date knowledge of IT and telephone systems.	✓
Ability to proactively seek out information to resolve client enquiries.	✓
Ability to work effectively as part of a team to deliver a quality customer service.	✓
Understanding of legal obligations surrounding Customer Service provision such as consent and GDPR.	✓
A sound understanding of safeguarding and when to escalate.	✓
Knowledge/qualifications	✓
An understanding of and interest in older people, their situations, and the opportunities they may want and/or need.	✓
Knowledge of the local community, third sector and any other groups, organisations, and services for the benefit older people.	✓
Skills	✓
A clear, professional, and friendly phone-manner, and similar tone when writing emails.	✓
Ability to deal with queries promptly and efficiently.	✓
Excellent wider communication skills, verbal and written with the ability to communicate well and work effectively as a team.	✓
Good computer skills including using main Microsoft packages, as well as experience with different IT systems.	✓
Attention to detail and commitment to high customer service levels.	✓
Other requirements	✓
Commitment to AUKWSBHs vision, mission, and values.	✓
Ability to travel as required to deliver job.	✓
Understanding of and adherence to organisational Code of Conduct, supporting positive change across the charity.	✓