

JOB DESCRIPTION

Job Title:	Office Co-Ordinator
Responsible to:	Information and Advice Manager
Location:	Leominster
Hours per week:	35 hours per week

Job Purpose and Role:

The Office Co-ordinator will:

- Ensure that all customers and external organisations contacting and accessing Age UK Wyvern services receive an efficient, friendly, and professional welcome to our organisation/services.
- Be the initial point of contact for all contacts entering the organisation and will involve delivering basic information and signposting as well as accurately navigating our customer to the correct internal service for further support if appropriate
- Be required to handle incoming telephone calls, drop ins and correspondence (post/email) in a pleasant and timely manner
- Ensure the smooth running of the office by maintaining adequate levels of office supplies, Age UK National publications and CRM Systems

Principle Responsibilities and Duties

1. To greet visitors to the organisation in a professional and friendly manner
2. To ensure telephone calls and correspondence (either email or letter) are answered in a timely manner and that the number of missed calls is kept to an absolute minimum
3. To ensure that a customer's needs for information is identified correctly and to provide basic information to support their enquiry
4. Effectively communicate accurate and impartial information to older people with a wide range of support and communication needs
5. Accurate recording of client data, actions and outcomes using the CRM System ensuring this complies with Age UK National quality standards
6. To ensure that customers accessing our services are efficiently connected to the most appropriate service if they require more than basic information and/or signposting
7. Adhering to Data Protection and Confidentiality legislation / policies
8. To support with gathering feedback from our clients by completing client satisfaction surveys in order for services to develop to meet changing needs

9. To ensure that any messages are taken accurately and appropriately handed to the correct service in an efficient time frame
10. Use of a range of software including Outlook, Excel, Word and Teams
11. Maintain supplies of stationary and equipment, and ordering new items as required
12. Maintain equipment as appropriate such as printers, scanners and photocopiers
13. To meet with the line manager for regular supervisions/appraisals
14. To attend appropriate staff/team meetings
15. To undertake any appropriate training identified by Age UK Wyvern to ensure continued professional development
16. Undertake any other general duties as may be deemed necessary by Age UK Wyvern

Other Information:

- Age UK Wyvern is a Brand Partner of Age UK nationally
- Age UK Wyvern is committed to equal opportunities, principles and practice
- All staff, in their particular roles and working collaboratively, will be expected to pursue the aims and objectives of Age UK Wyvern set out in the overall strategic plan of the organisation
- All staff must work within the policies and guidelines adopted by the organisation
- All staff will participate in the supervision and appraisal systems adopted by the organisation
- All staff will undertake the training required for the post

PERSON SPECIFICATION

Essential	Desirable
<p>Excellent IT skills with knowledge of Microsoft Office packages</p> <p>Experience within a customer service / administration role</p> <p>General understanding of the issues affecting the lives of older people and their carers</p> <p>Proven 'Team Player' willing to be flexible and approachable</p> <p>An understanding and working knowledge of data protection and confidentiality legislation</p> <p>Ability to prioritise and multitask in a fast paced environment</p> <p>Excellent attention to detail and accuracy</p> <p>Excellent interpersonal skills and the ability to deal sensitively with a variety of contacts</p> <p>Effective communication skills, both written and oral</p> <p>Full Driving Licence with access to car</p>	<p>Understanding of the role of AGE UK and services</p> <p>Experience of the voluntary sector and inter-agency working</p> <p>Prior experience of giving information and signposting</p>