

## Job Description

<b>Job Title:</b>	Call Advisor
<b>Directorate:</b>	Care & Support Directorate
<b>Responsible to:</b>	Response Centre Supervisor
<b>Job Purpose:</b>	The post holder is the first point of contact when customers contact the Response Centre and must answer calls promptly and deal with calls effectively, ensuring all conversations are documented and customer files updated.

### Principal Duties and Responsibilities

To be the first point of contact for customers, answering calls promptly and taking appropriate and timely action in order to fulfil customer requirements.

#### **1.0 Best Practice**

- 1.1 Assist as required in supporting the overall development and function of TeleCare and managed services in pursuance of specific objectives.
- 1.2 Assist the team ensure the overall efficiency of the Directorate by positively promoting all aspects of the service, including, quality initiatives; continuous improvement initiatives and attending training as required.

#### **2.0 Call Handling & Customer Service**

- 2.1 Respond promptly to all calls made to the centre, take appropriate action and ensure such action taken is fully documented.
- 2.2 Administer the TeleCare and Telehealth services within the guidelines given, ensuring its proper day-to-day operation.
- 2.3 Advise all users regarding the nature of the TeleCare and Telehealth services and the correct operation of technology and to take appropriate action regarding equipment faults or misuse.
- 2.4 Maintain up-to-date records on all clients connected to the services and to retain as confidential any information held regarding individual clients.
- 2.5 Provide outgoing call services (e.g. client calls) as the services develop.
- 2.6 Alert management immediately to any major faults / failure regarding the control centre equipment or its correct operation.
- 2.7 Create and maintain professional relationships with staff, customers, clients, carers and other agencies.

#### **3.0 General**

- 3.1 Undertake relevant projects and initiatives which positively support the vision, values and objectives set out in Association's Business and Corporate Plans.
- 3.2 Undertake activities, where appropriate, representing the Association in a respectful and mutually supportive manner to external groups or the general public.
- 3.3 Conduct all activities in a manner which is safe to yourself and others acting at all times in accordance with the Health and Safety Policy.

- 3.4 Employees represent the Association and should attend work neat, tidy and clean in appearance which includes their work area/clear desk in line with the Code of Conduct and Health and Safety policy.
- 3.5 Undertake other delegated duties appropriate to the scope and function of the grade of post including cover duties during periods of absence e.g. sickness, annual leave.

This post is based at Radius office. However, due to the nature of the Association's stock, this post has a mobility clause in that the post holder must be prepared to work as directed and support as and when required other schemes. Call advisors work on a shift rota to ensure a 24/7 service 35 hours on average per week.

These posts will work a full rotating pattern of day, late and nights shifts as follows:

2 day shifts, 2 late shifts, 2 days off  
2 days shifts, 2 late shifts, 2 days off  
4 night shifts, 4 days off

A 15% shift allowance is payable.

All employees have a personal responsibility to promote and to support measures designed to create a working environment that is free from harassment or discrimination on the grounds of gender including gender reassignment, pregnancy or maternity, marital or civil partnership status, sexual orientation, race or ethnic origin, religious belief, political opinion, national identity, age, disability or whether or not they have dependants.

This job description is not exhaustive and may be amended to facilitate changes in the better organisation of the Association's activities and following consultation with the job holder.

**Radius operates a 'No Smoking' policy which includes the use of devices such as e-cigarettes.**

**Call Advisor - Person Specification**







<b>ESSENTIAL CRITERIA (demonstrate on application form)</b>	
1	Minimum of one year's relevant experience of front-line customer service.
2	IT literate with extensive practical experience / use of Microsoft Office.
3	Excellent telephone communication skills and written skills.
4	Ability to plan and prioritise workload.
<b>DESIRABLE CRITERIA (demonstrate on application form)</b>	
1	Minimum 6 months experience of telephone based work in a key performance indicator (KPI) driven environment.
2	QCF/NVQ Level 2 or equivalent in customer care or related subject and 2 years relevant experience of front-line customer service.
3	Experience of working with vulnerable individuals and their relatives and awareness of social housing.
<b>SPECIALIST KNOWLEDGE (tested at interview)</b>	
<ul style="list-style-type: none"> <li>• Excellent decision-making skills based on sensitively assessing needs of individuals.</li> <li>• Day to day flexibility and adaptability to meet service demands.</li> <li>• Attention to detail and accuracy.</li> </ul>	

**Please note:**

- Applicants will be required to provide confirmation of relevant qualifications / memberships at interview.
- Successful applicants will be required to complete a Basic Disclosure Check. Having a criminal conviction will not necessarily debar an applicant from working with the Association. Disclosure information will be handled in line with the Access NI Code of Practice and the Rehabilitation of Offenders (NI) Order 1978.
- Radius reserves the right to shortlist on the desirable criteria if necessary.

## CORE COMPETENCIES

At Radius, we put our customers at the centre of all we do. The overall purpose of the Association is to make a positive difference by providing homes, support and care for people, building neighbourhoods and empowering communities. Our values are aligned to this and focus us on what we are about. The behaviours we want our employees to have are outlined below and will help us deliver a quality service to our customers.

Competency	Definition
 Setting Direction  <b>Change and Continuous Improvement</b>	<p>Radius employees will have initiative, be innovative and seek out opportunities to create effective change. They will learn from what has worked as well as what has not, being open to change and improvement and working in 'smarter' more focused ways.</p> <p>For leaders, it is about creating and encouraging a culture of innovation and allowing people to consider and take informed decisions.</p>
 Setting Direction  <b>Leading and communicating</b>	<p>Radius employees will have pride and show enthusiasm for the services they provide, communicating purpose and direction with clarity and openness. They will support the principles of fairness of opportunity for all.</p> <p>For leaders, it is about being visible, establishing a strong direction and future vision; managing and engaging with people in a straightforward, truthful, and open way.</p>
 Delivering Results  <b>Managing Performance</b>	<p>Radius employees will have a focus on delivering timely performance, taking responsibility and accountability for quality outcomes. They will work to agreed goals and activities, and deal with challenges in a responsive and constructive way.</p> <p>For leaders, it is about setting clear, aligned performance goals and objectives for self, others and the organisation.</p>
 Delivering Results  <b>Customer Focus</b>	<p>Radius employees will establish the needs of customers and strive to ensure that these are met. They will understand the needs and expectations of customers to enable the effective delivery and development of an appropriate quality service which exceeds customer expectations.</p> <p>For leaders it is about seeking feedback, involving customers and consulting broadly on customer needs</p>
 Engaging People  <b>Working with Others</b>	<p>Radius employees will work collaboratively, sharing information appropriately and building supportive, trusting and professional relationships with colleagues.</p> <p>For leaders it is about being approachable, delivering business objectives through creating an inclusive environment, welcoming challenge however uncomfortable.</p>
 Engaging People  <b>Valuing Equality and Diversity</b>	<p>Radius employees will treat everyone with professional and personal respect, behaving ethically and with integrity and promoting fairness and recognising the value of diversity.</p> <p>For leaders it is about creating a work culture and practices that recognise, respect, and value diversity for the benefit of the association.</p>