



## **JOB PROFILE - Administrator for the Sensory Services Team & Helpdesk Advisor**

**POST IDENTIFICATION:** Administrator for the Sensory Services Team

**REPORTS TO:** Operational Team Development Manager- Adult Services

### **Overview:**

Sight for Surrey provides a range of high quality specialist services to D/deaf, deafened and people who are hard of hearing, Vision Impaired or have Dual Sensory Loss.

### **Job Purpose**

To receive and process referrals and client data for people from all sensory impairment categories from a variety of sources, ensuring all information is accurate. To be the key resolution point for any queries relating to client information.

You would be working alongside colleagues who are representative of the people we support.

Role responsibilities will include but not be limited to:

- Providing information and advice to clients on services/products available through Sight for Surrey, through voice phone, text, email and occasionally in person.
- Recording enquiries and following through any complex queries
- Completing a triage process to for each referral determine the priority of the referral and passing to the appropriate team.
- Creating and maintaining accurate case records and client data, including data protection information on relevant databases.
- Highlighting any concerns or issues relating to the processing of data, including volume of referrals.
- Ensuring any concerns or potential safeguarding issues are brought to the attention of the appropriate member of staff.
- Monitoring and co-ordinating essential communication between office base and staff working out of the office.

**POST IDENTIFICATION:** Helpdesk Advisor

**REPORTS TO:** Operational Team Development Manager- Adult Services

### **Job Purpose**

To provide a prompt and efficient front line telephone and electronic enquiry and referral service providing solutions at the first point of contact.

### **PRINCIPAL ACCOUNTABILITIES**

1. Provide information, support and advice to people telephoning and emailing Sight for Surrey.
2. Respond to enquiries by providing a solution where ever possible at the first point of contact.
3. Provide detailed information on Sight for Surrey services and assist the enquirer to access them.
4. Use websites and other sources of information to identify appropriate solutions outside of Sight for Surrey.
5. Maintain strong links with all Sight for Surrey departments, and other external agencies in order to appropriately refer.
6. Complete referrals, bookings, orders and payments on behalf of teams within Sight for Surrey
7. Record all contact information on the Sight for Surrey Databases for both existing and new service users.
8. Effectively operate the required systems, including those which provide the appropriate communication method for the enquirer.

The Sight for Surrey Helpdesk has been established to answer queries and provide a solution, through information, support or advice, at the first point of contact. This contact could be either via the telephone or via the info@ email box of Sight for Surrey. The Helpdesk team will reply to enquiries made in both these medium.

The Helpdesk advisor will complete all the required investigation to provide the appropriate solution, with the minimum of onward contacts for the enquirer. This may require the post holder to seek information from other sources internal and external to Sight for Surrey, and relay this back to the enquirer. It will be important for the post-holder to think about service delivery from the perspective of the enquirer and to seek ways of providing flexible solutions. Using skills and knowledge developed from their experience on the Helpdesk, they will identify whether other support to that originally requested may be beneficial, and provide information on these other services and complete referrals as appropriate. The post holder will on behalf of other Sight for Surrey departments' book enquirers onto courses, order equipment, take payments etc.

The Sight for Surrey and Surrey County Council databases are an essential record of all contact with existing or new service users. At the end of each contact, the Helpdesk advisor will record the details of an enquiry on these databases, maintaining appropriate confidentiality.

The Helpdesk advisor will effectively operate the ICT systems essential to the Helpdesk operation. This will require the use of the Sight for Surrey website, database, e forms, electronic payment system and other communication systems.

In order to provide an efficient telephone service to Sight for Surrey the Helpdesk will also handle calls for immediate onwards transfer to staff within the organisation. Where a caller leaves a message for a member of staff the Helpdesk will monitor that this message/enquiry is responded to and resolved.

Comprehensive training will be provided, along with robust support from the Operational Team.

## **WORK CONTEXT**

Sight for Surrey is contracted by Surrey County Council to deliver statutory services. The post-holder has to adhere to legal requirements e.g. the Data Protection Act, Vulnerable Adults policy as well as to Sight for Surrey 's policies and procedures. The post-holder will be office-based. The person will need to be able to work as a team member and will need occasionally to work flexible hours.

Sight for Surrey constantly needs to reassess its priorities in line with a changing funding environment and the needs identified by its service users. These factors are crucial to Sight for Surrey's survival and need careful attention. In order for Sight for Surrey to successfully manage these pressures there is a need for all staff to be flexible and work wherever their core skills are needed most. No one will be asked to carry out work for which they are not properly trained.

## **KNOWLEDGE/SKILLS/QUALIFICATIONS**

<b>ATTRIBUTE</b>	<b>DESIRABLE/ESSENTIAL</b>
Education	- excellent written and spoken English skills
Professional requirements	- excellent organisational skills - ability to prioritise tasks across different functions.
General skills	- excellent communication and inter-personal skills with a variety of audiences - computer competence and keyboard skills - experience of working on databases preferable but not essential.
Others	- ability to work as member of team under pressure - to be pro-active - ability to work on own initiative -ability to empathise with people who have a sensory impairment

## **COMPETENCIES REQUIRED**

### Strategic Management/Operational Service Planning/Forward Planning

Understanding the overall aims and objectives of the team and how these contribute to Sight for Surrey's strategic plan. Planning their work to meet agreed targets, standards and service user needs. Working within agreed procedures to achieve team and personal objectives. Thinking ahead and identifying where and how their work impacts on the work of the team.

### Inspiration

Valuing and supporting others.

### Making things happen

Achieving agreed goals and targets. Managing their own time and available resources effectively. Collaborating with others to make things happen.

### Communication

Communicating with all people in a positive, accessible, timely and clear manner. Listening actively, demonstrating their understanding of communications they receive and responding to them appropriately. Listening to the other person's point of view.

### Developing Others/Team Development

Sharing their knowledge and skills with others. Supporting others in their development and contributing positively to team development.

### Managing Change/Embracing Change

Seeking ways to continuously improve their own performance. Suggesting where improvements in service could be made. Is open to new ways of doing things. Adapting positively to changes and feeding back the impact of changes to their manager, where appropriate.

### Personal Impact

Presenting themselves effectively. Striving to develop the competencies they require to do their job. Acting with integrity and in line with the principles of equal opportunities. Respecting the opinion and expertise of others.

### Customer Focus

Building good professional relationships with service users. Endeavouring to understand what the service user wants and being responsive to their needs. Responds positively to service user feedback.

## Use of Technology and Management of Remote Teams

Using relevant technology proactively and effectively to do their job and, wherever possible, to deliver services.

### **WORKING ENVIRONMENT**

Office based in Fetcham

### **VERIFICATION:**

Post-holder Signature: \_\_\_\_\_

Name in capitals: \_\_\_\_\_

Date: \_\_\_\_\_

Line Manager Signature: \_\_\_\_\_

Name in capitals: \_\_\_\_\_

Date: \_\_\_\_\_