



JOB PROFILE

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.

WORK CONTEXT

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

The Helpdesk advisor, using skills and knowledge developed from their experience on the Helpdesk, 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.

The post-holder will work specified hours, however there may be the need to cover for other team members' holidays and sickness, and therefore flexibility with hours will be required.

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

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.

COMPETENCIES REQUIRED

Personal Impact

Presenting themselves professionally and calmly when dealing with enquiries. Being resourceful in finding solutions. Striving to develop the competencies they require to do their job. Showing integrity, honesty and professionalism and the ability to be flexible when necessary. 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 and offering a personalised service. Using probing skills to ensure all possible areas have been covered, and where appropriate taking the initiative to identify and offer other services which may be of help. Responding positively to service user feedback.

Communication

Communicating verbal and written information to the right 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. Maintaining equality, fairness and dignity of callers and colleagues at all times.

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 and 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 and motivating them towards the pursuit of a common goal.

Making things happen

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

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. Working with people in a personalised way.

WORKING ENVIRONMENT

Helpdesk, Sight for Surrey Offices

DIMENSIONS

Human Relations: Self + up to 2 others in team