



JOB PROFILE

Job Title: Helpdesk Advisor

Reports to: Senior Helpdesk Coordinator

Job Purpose:

To deliver a friendly, welcoming, and informative customer service for people who are hard of hearing, deafened, have dual sensory loss and/or Deaf BSL users and wider stakeholders.

Principle Accountabilities:

- To deliver friendly, welcoming, and informative customer service for people who are hard of hearing, deafened, have dual sensory loss and/or Deaf BSL users and wider stakeholders.
- To build positive relationships internally and externally to be able to signpost effectively.
- To deliver a dynamic service responding to a variety of enquiries and new referrals, signposting to the relevant departments internally and externally.
- To offer advice, information and guidance when required.
- Prevent, detect, and respond to safeguarding concerns, implementing safeguarding policies and procedures for people who may be or are at risk.
- Ensure appropriate and timely record keeping enabling effective communication and professional accountability.
- Contribute towards monitoring and evaluation, including both quantitative and qualitative data collection.

- To adhere to financial controls when taking payments and placing orders.
- To adhere to the organisation health and safety policies including the lone working policy and procedures.
- To participate positively
 - with team learning, reflection, and continuous improvement activities.
 - Team and cross-team activities and bespoke projects
 - Regular 121s with your line manager, training, and team/organisational meetings
- Engage and support the charities fundraising activities and shared learning opportunities.
- Comply with all operational policies and procedures related to your role including equality policy.

The above list of job duties is not exclusive or exhaustive and may be subject to change. The post holder will be required to undertake such tasks as may be expected within the scope and grading of the post.

Work Context

Sensory Service by Sight for Surrey Adult Services Teams are contracted by Surrey County Council to deliver Combined Sensory Services. We work in partnership with Surrey Social Services to provide specialist support to those with sensory loss across all of Surrey.

COMPETENCIES REQUIRED

Strategic Management/ Operational Service Planning/Forward Planning

Understanding the overall aims and objectives of the team and how these contribute to Sensory Services by Sight for Surrey's strategic plan. Planning their work to meet agreed targets, standards, and people we support 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 line 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 people we support. Endeavoring to understand what the person wants and being responsive to their needs. Responds positively to feedback.

Use of Technology and Management of Remote Teams

Using relevant technology effectively to do your role and, to deliver services.

KNOWLEDGE/SKILLS/QUALIFICATIONS

Ability to provide outstanding levels of customer service.

Confident, friendly, polite, and professional always.

Excellent organisational skills

Experience of databases and good record keeping.

Ability to quickly build rapport by being an active listener who is friendly, patient, and empathic.

A willingness to learn quickly, show initiative and seek out solutions to enquiries from a range of different people.

An awareness of the social model of disability.

A working knowledge and/or a willingness to learn of internal and external agencies for people experiencing sensory loss.

Competent with the use of databases and Microsoft Office Packages.

Working Environment

Located at Head office, currently located in Fetcham, Surrey.

Organisation

See organisation chart on induction.