



Support Co-Ordinator

Salary:	£24,479 per annum (pro rata)
Hours	Monday to Friday 9am to 5pm (35 hours per week) Flexible hours can be considered but working days must be Monday to Friday. This role is based at our Head Office in Hayle
Section	Community Services Team
Responsible to	Community Services Manager

MAIN PURPOSE OF JOB:

To identify individuals outside our charitable remit and refer them to other organisations that can offer assistance and always seek advice in the case of doubt.

To raise a computerised record or case to log the call.

To help support the department with any administration process including inputting information on to our database.

This post will require a good overall understanding of the needs of older people and their pets.

MAIN DUTIES & RESPONSIBILITIES:

I To listen to the needs of each Owner and accurately record information for each Owner and their pet by completion of a computerised case..

II. To ensure you record all of your communications onto the database in an accurate and timely fashion by way of comments on each Owner case at the end of each conversation and appropriately refer to Management about urgent cases.

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III. To ensure you record all of your communications onto the database in an accurate and timely fashion by way of comments on each Owner case at the end of each conversation and appropriately refer to Management about urgent cases.

IV. To help maintain up-to-date records and mailing lists for Owners, Owners' contacts and volunteers throughout the course of your work.

V. To have a good working knowledge of other roles and tasks within the team and provide ad hoc support as required including inputting information.

Case types include: Dog Walking, home checks, Short term fostering, long term fostering, pet care, talks and pet profiling

VI. To liaise with all other members of The Trust to help maintain a quality service.

VII. To contribute and liaise with the team by helping to update volunteer and owner cases in the course of your communications.

VIII. To help maintain filing and filing systems related to your work.

IX. To liaise with all other staff of The Trust in a flexible manner.

X. To liaise with all Owners and members of the general public in a polite and helpful way.

XI. To be familiar with and adhere to procedures and protocols, disciplinary and applicable rules and ensure compliance with legislations (Health and Safety, Data Protection, especially the privacy of members, Owners and volunteers alike).

XII. At all times to ensure and maintain a compassionate, professional and efficient public image for The Trust.

Together with such additional general duties as the Employer shall reasonably require, having regard to the needs of the Employer's business as a Charitable Trust.

Please check the next page for the person specification.

PERSON SPECIFICATION

Support Co-ordinator

ATTRIBUTES	ESSENTIAL	DESIRABLE	HOW IDENTIFIED?
Knowledge	<p>Computer literate and ability to input data onto a database.</p> <p>Love of pets and understanding of their needs.</p>	<p>Knowledge of database systems preferably Access.</p> <p>Own family pets.</p>	<p>Application form.</p> <p>Application form & interview</p>
Skills	<p>Clear telephone manner</p> <p>Customer service skills</p> <p>Effective verbal communication skills</p> <p>Clear and accurate computerised notes onto cases.</p> <p>Confidential manner</p> <p>Ability to use a keyboard</p>	<p>Previous call centre or customer service skills.</p> <p>Understanding the needs of elderly clients.</p> <p>Good standard of literacy and spelling.</p> <p>RSA Stage 1 typing.</p>	<p>Initial telephone call to arrange interview</p> <p>Interview – assess & hypothetical situation</p> <p>Application form and quick test</p> <p>References.</p> <p>Application form & certificates.</p>
Experience	<p>Experience of handling a high volume of calls.</p> <p>An in depth knowledge of MS windows based packages.</p>	<p>1 year call centre, telephonist or equivalent experience.</p> <p>Two years administration experience.</p> <p>Previous voluntary experience or employed work with the elderly.</p>	<p>Application form</p> <p>Application form</p> <p>Application & interview</p>