



## Welcome Co-ordinator

<b>Salary:</b>	<b>£24,479.00 per annum</b>
<b>Hours</b>	<b>Monday to Friday, 9 am to 5 pm (35 hours per week). Flexible working considered.</b>
<b>Section</b>	<b>Community Support Team</b>
<b>Responsible to</b>	<b>Community Support Manager</b>

### MAIN PURPOSE OF JOB:

To help and support Owners with their much-loved companion pets with The Trust.

To help support the department with any administrative process, including inputting information into our database.

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

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

### MAIN DUTIES AND RESPONSIBILITIES:

- I. To welcome new Volunteers to The Trust with a phone call.
- II. Search for Volunteers that would match the requirements of the case.
- III. To listen to the needs of each Owner and accurately record information for each Owner and their pet by completion of a computerised case.
- IV. Check Volunteer details and the distance they are willing to travel.
- V. Check communications to see if a Volunteer has been contacted previously.
- VI. If cases are active use your judgement to see if an Owner would benefit from additional support and if so put processes into effect to find additional Volunteers. If this is the case liaise with Owners to see if they would welcome additional support.

VII. To call and reassure Volunteers during the allocation process. If there are no active cases in the area offer posters/advertising materials to be distributed within the area.

VIII. To assist with reporting on Volunteer assignments.

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

X. To help maintain up-to-date records and mailing lists for Volunteers and Owners throughout the course of your work.

XI. 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

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

XIII. To contribute and liaise with the team by helping to update Volunteer and Owner cases in the course of your communications.

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

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

XVI. To liaise and work with the press team for reverse appeals.

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

XVIII. 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).

XIX. 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 find the Person Specification on the next page.

# PERSON SPECIFICATION

## Welcome Co-ordinator

ATTRIBUTES	ESSENTIAL	DESIRABLE	HOW IDENTIFIED?
<b>Knowledge</b>	<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 &amp; interview</p>
<b>Skills</b>	<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 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 &amp; hypothetical situation</p> <p>Application form and quick test</p> <p>References.</p> <p>Application form &amp; certificates.</p>
<b>Experience</b>	<p>Experience of handling a high volume of calls.</p> <p>A working 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 &amp; interview</p>