



Welcome-Appeal Co-ordinator

Job Title:	Welcome-Appeal Co-ordinator
Salary:	£25,000 per annum
Hours:	35 hours (Mon to Fri, 9am – 5pm)
Section	Operations Department
Responsible to	Welcome Manager

Main purpose of job:

To run an appeal to entice new volunteers to join and assist with dog walking and/or short-term fostering whenever additional help is needed by an owner and/or volunteer. To also handle and run appeals, to ensure that this is carried out for each case where there is a lack of volunteers in the locality.

To help and support owners with their much-loved companion pets with The Trust. To aid in assisting the departments with any administration process including inputting information onto our database and 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:

- To run appeals in local newspapers and interact with our website as well as other avenues i.e. looking into the local community to display posters.
- To think of other mediums to help identify and entice new volunteers throughout the country to register and assist with dog walking. To also look at local events and organisations in problem areas and approach via the phone and email and to ensure that all appropriate literature is despatched for each appeal.

- To liaise with all other members of the Operations team to help maintain a quality service.
To mediate and work with the press team for reverse appeals.
- To assist The Welcome Department and welcome new volunteers to The Trust with a phone call or email.
- Search for volunteers that would match the requirements of the case by checking the volunteers' details and the distance that they are willing to travel whilst also checking our communications to see if a volunteer has been contacted previously.
- To listen to the needs of each owner and accurately record information for each owner and their pet by completion of a computerised case.
- To work within a team of eight to ensure good support to the Welcome and Registration teams, and to help with answering the telephone during busy periods as and when needed.
- To identify possible good stories and pictures from the letters and cases you handle to enable you to approach and persuade all individuals involved to submit an article for our twice-yearly newsletter, by sharing their experiences.
- To interact with all owners, volunteers and members of the public in a polite and helpful way.
- To work across Appeals, Welcome and Registration Teams (when needed), whilst liaising and taking direction from the Welcome Manager.
- A good telephone manner is essential, together with excellent literacy skills, coupled with the ability to work to deadlines and prioritise own workload.
- Throughout the course of your work to ensure you record your responses on our database. To contribute to the team by helping to update volunteer and owner cases in the course of your telephone/email conversations.
- To also help maintain up-to-date records.
- To communicate with all other staff of the Trust in a flexible manner.
- To be familiar with and adhere to Community Service procedure, disciplinary and applicable rules and ensure compliance with legislation (Health and Safety, Data Protection, especially the privacy of members, owners and volunteers alike).
- 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 see next page for person specification table.

PERSON SPECIFICATION

Welcome-Appeal Coordinator

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