

Job Description

Role Holder:	Client Contact Administrator		
Date Updated:		Version:	1.0
Working Location:	Plymouth		
Reports to:	Client Relations Team Leader		
Appointed by:	Client Relations Team Leader		
Appraised by:	Client Relations Team Leader		

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1.0	01.04.19	Operations Managers	

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1. Job Description

1.1 Job Purpose

- To provide a welcoming and positive response to individuals making contact with CSW Group by phone, email or online
- To make contact with young people, parents/carers and others to collect information required to deliver our responsibilities under various contracts
- To develop strong working relationship with colleagues across the Company to offer them the best level of support

1.2 Responsibilities

- For working cooperatively with CSW Managers, colleagues, partners and others to meet

agreed objectives, targets and standards to ensure the successful delivery of our services

- For delivering world class customer service to those contacting CSW Group by phone, email or online

1.3 Main Duties

- To demonstrate commitment to CSW Group Vision, Mission and Values
- To build effective relationships with customers and others contacting us by phone, email or our website
- To make an initial assessment of the individual's needs
- Where possible provide information that meets the individual's needs (where appropriate following up verbal information with written information)
- To transfer calls to a colleague's mobile or another office when required
- To book appointments with colleagues where more in-depth help is needed
- To signpost individuals to relevant services outside of CSW Group when necessary
- To contact young people, their parents/carers or others to collect intended destinations, outcome, destination and other data as required by our Commissioners
- To accurately record intended destination, outcomes, destination and other data in relevant databases
- To record all contacts with young people, parents/carers, partners and employers in a timely manner and to a level of detail that enables others to understand the intervention
- To effectively manage workload, including all administrative requirements
- To support colleagues undertake their roles within CSW Group and ask for help when needed
- To meet agreed performance indicators and priorities
- To negotiate and review with your line manager personal objectives, outcomes and training needs within the staff performance management process and take responsibility for your personal professional development
- To ensure that all company policies and procedures including equal opportunities and health and safety policies and procedures are adhered to at all times
- To embrace and optimise the use of ICT within the role
- To be aware of the principles of the data protection legislation and of the current Company codes of practice
- To adhere to the company policy of commitment to Prevent and Safeguarding and promoting the welfare of children, young people and vulnerable adults and to ensure that safeguarding arrangements are in place and are complied with.

1.4 Reports

1.5 Meetings and Metrics

To be agreed

2. Person Specification

2.1 General

- Prepared to work flexible hours across Monday to Saturday to carry out the role (actual working hours and days to be agreed with your line manager)
- Commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults
- Takes responsibility for own continuous professional development and maintains a CPD portfolio to be reviewed as part of the Company appraisal process

2.2 Skills

- Excellent telephone and online customer service skills
- Experience of building a relationship with young people, parents/carers and others
- Experience of achieving targets within set deadlines
- To be aware of the principles of the data protection legislation and codes of practice covering the recording and sharing of information about individuals
- Knowledge of safeguarding, equal opportunities & diversity and health & safety legislation and best practice
- Excellent verbal and written communication skills with the ability to engage with a wide range of people from a variety of diverse backgrounds
- The ability to work with colleagues to achieve priorities
- The ability to use ICT and record work accurately and regularly
- The ability to understand and abide by company policies, processes and procedures
- Ability to cope with the duties and responsibilities of the post and the associated work environment
- Willingness to undertake training and staff development

Document Approval

Role	Date	Name	Signature
Client Relations Adviser			