



1. JOB IDENTIFICATION

Job Title:	Customer Services Assistant
Responsible to (insert job title):	Corporate Services Team Leader
Department(s):	Corporate Services Team
Tenure of Post:	Full or part time
Salary Grade:	Grade 2/3: £16,926 to £21,500 (dependent on experience)

2. JOB PURPOSE

The post holder will provide a friendly, supportive and effective customer service experience to clients, customers and colleagues; in line with our customer service standards, procedures and guidelines.

The post holder will be required to communicate by telephone, email, SMS and letters to a wide range of clients and other stakeholders. They will provide a support function to ensure that appointments are booked, cancelled and rearranged as required, and will process client information on our business information systems, as well as manage computerised and paper records and files efficiently and accurately.

The post holder will provide administrative and clerical support functions to the business and will be responsible for one or more specific administrative function/s.

This role is crucial as first point of contact, including reception duties in our venues, and therefore the first opportunity for Lifelink to project a positive and professional impression to all our clients, customers and stakeholders. The post holder will be required to respond to calls from clients who may present as distressed, as well as representatives from referrer organisations, so it is essential that they are able to remain calm under pressure and deal with people in a reassuring manner.

3. Lifelink’s Vision and Values

Vision

People are healthier and happier wherever they live, work or learn

Values

All services delivered by Lifelink are underpinned by the following core **Values**:

Inclusive: We reach out to communities to reduce isolation and risk of suicide; as one team, together we take pride in our achievements.

Supportive: We see the whole person, actively listen and offer clear information; we act with empathy and compassion.

Innovative: We encourage innovation and excellence, share learning and best practice and celebrate success; we embrace change and are responsive to stakeholder and customer needs.

Integrity: We always act fairly, ethically and openly; we treat each other as we would wish to be treated, with dignity and respect.

4. Roles and Responsibilities

1. Answering and actioning all incoming calls, e-mails, or online referrals/enquiries in a solutions-based manner to agreed service standards, personally undertaking to resolve issues quickly and effectively

JOB DESCRIPTION

2. Delivering outgoing communications to our clients, our staff and to our referral partners, ensuring that required notifications, confirmation and correspondence are all actioned in a timely and appropriate manner, and in accordance with agreed processes and procedures
3. Accurately entering and processing data in our business information systems, validating customer details at each contact as standard and achieving a consistently high level of accuracy in data entered
4. Using agreed procedures to manage diaries, venues and appointment availability in the most efficient and effective manner – always implementing actions to a close and updating systems accordingly
5. Responsible for one or more areas of business administration and clerical support, which may include assisting with payroll, accounts, HR, marketing and events management or IT, under the guidance of a senior officer
6. Responsible for one or more of the following specific admin areas - Payroll admin; Accounts admin; HR admin; Marketing / events admin; or general Business admin and clerical support
7. Processing daily in-coming and out-going mail (paper or electronic) accurately and efficiently in line with our customer service standards
8. Providing reception cover as required in our venues
9. Undertaking any other clerical and administrative tasks as required in an accurate and timely manner given your workload, agreeing timelines and standards beforehand – including providing cover for other team members as required
10. Communicating knowledgeably, and with enthusiasm and pride when dealing with any general enquires from potential customers/partners.
11. Pro-actively and professionally working with other staff across the business to allocate client appointments in a solution focused manner
12. Attending and fully participating in team meetings, team training/CPD, supervision and performance management and support meetings
13. Developing and maintaining positive working relationships with our clients, our partners, and with staff and service users in other agencies, positively and proactively representing Lifelink at all times
14. Contributing to and participating in the development and marketing of Lifelink services
15. Adhering to Lifelink policies and procedures, and in particular Child Protection, Confidentiality and Vulnerable Adults, at all times
16. Achievement of relevant KPIs and objectives defined as appropriate to the role, and proactively participating in the Company's annual appraisal process
17. Performing other related duties as required and/or assigned by your manager.

5. Key Behaviours

1. BE Proactive.... Don't wait for it to happen, make it happen
2. BE Open and honest... your reputation is everything
3. BE Reliable... make good on all your promises
4. BE Equitable.... Be fair with everyone
5. Listen... to all staff and feedback your understanding of their, thoughts, needs and concerns
6. Innovate like an entrepreneur.... Work like it's your business, your money, your staff and your customers
7. Think Growth, Quality and above all community

JOB DESCRIPTION

Person Specification

Post Title: Customer Services Assistant

Selection Factors (Person Specification)		Criteria
QUALIFICATIONS & TRAINING	Essential	<p><i>Already holds or expect to achieve the required qualifications either of the following:</i></p> <ul style="list-style-type: none"> • Minimum 3 Standard Grades at credit level 1/2, to include English and Maths • 3 Intermediate 2's, to include maths and English equivalent Core Skills at SCQF level 5 • 3 National 5s, to include English and Maths
	Desirable	<ul style="list-style-type: none"> • SVQ Level 2 (or equivalent relevant experience) in Customer Service / Administration or a related discipline • ECDL / other relevant proficiency award in computing • Trained in ASSIST and/or SafeTALK
EXPERIENCE	Essential	<ul style="list-style-type: none"> • Experience working in a Customer Service/Administration role • Confidently and effectively communicating by telephone and electronically with external contacts and service users, using varying personal styles as appropriate
	Desirable	<ul style="list-style-type: none"> • Experience using a CRM software system • Experience working in a call centre environment • Experience in dealing with challenging or distressed clients / customers would be a distinct advantage
KNOWLEDGE	Essential	<ul style="list-style-type: none"> • Knowledge of I.T and various software packages with particular reference to Word, Excel & Access • Understanding of tasks undertaken within a Customer Contact and administration environment
	Desirable	<ul style="list-style-type: none"> • Understanding or awareness of a client support / counselling service environment
COMPETENCIES & SKILLS	Essential	<ul style="list-style-type: none"> • Excellent communication skills – both verbal and written • Excellent listening skills – able to keep conversations on track and obtain all relevant information • Strong keyboard skills – able to input information quickly and accurately • Excellent time keeping and ability to prioritise workload
PERSONAL CHARACTERISTICS AND OTHER	Essential	<ul style="list-style-type: none"> • Able to build effective and engaging relationships • Willingness to learn and develop in a variety of areas within an administration environment • Able to remain calm under pressure, and provide reassurance when needed • Mentally and emotionally resilient • Reliable • Collaborative – able to work well as part of a close team • Assertive • Willingness to work flexibly in response to changing organisational requirements • Able to demonstrate initiative