

Support Team – Customer Service

PART 1: JOB DESCRIPTION

Job Title:	Support Team – Customer Service
Location:	Hampshire, SO21 1BQ
Salary:	£11.90 per hour
Hours of Work:	<p>The successful candidate will be required to work 08:00 till 16:00, inclusive of a 30-minute break.</p> <p>This will be a 5 days over 7 contract, and will involve weekend working.</p>
Responsible to:	Team Leader, Shift Lead (where applicable).
Responsible for:	No direct line management responsibility.
Contacts:	Internal and external customers, clients, next of kin, other Community Team and Support Team members, Team Leader, Shift Lead, Senior Team members, Support Services
Role Summary:	
<p>Health and Independent Living Support (HILS) is a growing charitable social enterprise, providing services to clients in Hampshire, Hertfordshire and West Sussex to enable them to live independently in their own homes.</p> <p>The primary function is to provide administrative support to ensure the smooth running of HILS' meals services. This will mainly involve support for our meals on wheels service, but will also include administration of lunch clubs and other goodwill schemes as required (e.g. client Christmas gifts). The successful post-holder will be expected to offer excellent customer service to internal and external parties, ensuring clients' safety and wellbeing is the priority, and that HILS' values are followed.</p>	
Principal Responsibilities	
<p>Customer service and client safety</p> <ul style="list-style-type: none"> ▪ To provide excellent customer service to all clients and colleagues, focusing on outcomes and utilising HILS' values throughout your interactions. ▪ To ensure the successful running of the site office, and that all daily office procedures are followed. 	

- This includes, but is not limited to:
 - Checking emails and telephone messages for any new referrals and actioning all referrals and queries immediately.
 - Dealing with all enquiries and post efficiently and effectively, ensuring a caring and conscientious service is delivered.
 - Dealing with 'No replies' by following the 'No reply' procedure to ensure clients welfare is priority.
 - Reporting any safeguarding issues to your Team Leader, Shift Lead, or the Safeguarding lead if appropriate.
 - Actioning compliments and complaints as and when required.
 - Sending out annual client questionnaires and assisting with their uploading.
 - Updating client data on the SMARTT database system regularly, ensuring this reflects clients' needs.
 - Sending out new menus to clients and process menus on the SMARTT database when required, changing meals as required.
 - Ensuring financial processes are followed, including entering cheque payments received from clients onto the SMARTT system and following HILS banking process; administering the direct debit system; taking card payments over the phone and processing.
 - Adhering to HILS' 'clear desk' policy.
 - Working with the Stock Controller to ensure that food orders for all sites are placed in a correct and timely manner, managing client demand and freezer stock effectively.
 - Covering delivery rounds as and when required. Whilst on a delivery round, all team members are required:
 - To adhere to the Highway Code at all times, ensuring that vehicles are driven in a safe manner, with due care and respect for other road users.
 - To report any vehicle incident immediately to the Team Leader. An incident report form must be completed as soon as it is safe to do so.
 - To report any motoring/speeding offences affecting their driving licence and any other convictions received that may affect their position within the company as soon as you are made aware of them.
 - To undertake such cleaning duties as detailed on the cleaning schedules, including responsibility for cleanliness of the vehicle.

Maintaining vehicles and equipment

- To support the Team Leader/ Shift Lead to ensure that all vehicles and other equipment ancillary to the meals service is maintained and roadworthy on a daily basis, liaising with and taking direction from HILS' Support Services team to do so.

Team meetings and training

- To participate in staff meetings to review the service and assess any need for changes.
- To participate in team update sessions, such as team meetings.
- To attend all relevant training and refresher training as required.
- To ensure that you conduct yourself in accordance with your responsibilities under the Health and Safety at Work Act 1974.
- To ensure compliance with the Food Safety Act 1990, the Food Safety (General Food Hygiene) Regulations 1995, and any subsequent amendments and all other relevant Food Hygiene legislation and guidelines.

Important note:

This is not a complete statement of all duties and responsibilities of this post. The jobholder may be required to carry out other duties as directed by your line manager and other members of the Leadership Team, the responsibility level of which should not exceed those outlined above.

PART 2: PERSON SPECIFICATION

Qualifications & Job Requirements:

Essential:

- Full UK driving licence
- Ability to understand written and oral English
- Satisfactory DBS check
- The right to work in the UK

Desirable:

- Food hygiene certificate
- Clean driving licence
- Basic first aid
- Flexibility to provide cover as required

Skills, Knowledge, and Experience:

Essential:

- Good office experience
- Good communication skills, both written and verbal
- Good I.T. skills
- Good telephone manner

Desirable:

- Experienced in working with the elderly
- Good IT skills with knowledge of Word and Excel, and ability to learn a new computer system

Personal Qualities:

Essential:

- Able to communicate with customers effectively
- Able to demonstrate empathy
- A team player
- Reliable
- Flexible and adaptable
- Ability to work on own initiative
- Ability to work under pressure and to tight deadlines

Desirable:

- Knowledge of delivery area
- Ability to plan routes, read maps, and use a Sat Nav

PART 3: VALUES, BEHAVIOURS AND EQUAL OPPORTUNITIES

HILS' Values and Behaviour Statement:

Our values are fundamental to the way our organisation works and underline our expectations of all of us. Our values are based around the most important parts of our business: we are **caring** and **compassionate**; we act with **integrity**; and we go **above and beyond**. Our clients have high expectations of our services, and as such, we expect everyone who works for HILS to share and act on our values.

HILS' Equal Opportunities Statement:

We do not discriminate against staff on the basis of their gender, sexual orientation, marital or civil partner status, gender reassignment, race, colour, nationality, ethnic or national origin, religion or belief, disability or age (protected characteristics). The principle of non-discrimination and equality of opportunity applies equally to the treatment of former staff, visitors, clients, customers and suppliers by members of our current workforce.