

CUSTOMER SERVICE SPECIALIST – HEALTH & WELLBEING

PART 1: JOB DESCRIPTION

Job title:	Customer Service Support Team – Health & Wellbeing
Location:	Letchworth (Unit 14-16 Blackhorse Road, Green Lane One, SG6 1HB) With occasional travel to HILS' other sites (Hertford, SG13 7 BH; Hemel Hempstead, HP2 4EU; St Albans, AL3 5BU; Hatfield AL10 0BU, Cuffley EN6 4EY)
Salary:	£12.00 per hour, subject to increase from 1 st April 2025.
Hours of work:	37.5 hours per week, Monday – Friday, to be worked between the hours of 8am and 5pm. Specific hours of work to be agreed with the successful candidate and their line manager.
Type of contract:	Permanent
Line manager:	Head of Development & Transformation
Role summary:	
<p>The main purpose of this role is to provide excellent, conscientious, and caring administrative support to both HILS' Meals on Wheels, and HILS' Health and Wellbeing services, including the Nutrition, Active Ageing, Community Hubs and Key safe services. The post-holder will be in frequent contact with clients, professionals, carers and family members, as well as HILS' staff who are working in these services and will be expected to offer excellent customer service to all. The requirement to support with overflow admin from other organisational departments will be required on occasion as services develop.</p>	
Principle Responsibilities	
<p>General responsibilities (applies to all services):</p> <ul style="list-style-type: none"> • Provide excellent, proactive administrative support to HILS' Meals on Wheels Services, and Health & Wellbeing Services, specialising in the latter. • Respond to queries from clients, next-of-kin, and professionals about all services. • Issue letters to clients, next-of-kin, and professionals, as required. • Maintain up-to-date status lists within systems to ensure an accurate reflection of service activity. • Manage all paperwork effectively, and in line with HILS' data protection rules. • Assist with improvement projects within the administrative function, as required. • Provide ad-hoc support to other teams, on request. This may include supporting with delivering meals on wheels during periods of business need. • Visit HILS' other sites as required to meet with service staff or attend team meetings. • Support HILS' Impact & Engagement Manager to produce regular reports on key performance indicators for relevant services. • Report any safeguarding issues in line with HILS' Safeguarding Policy. 	
Active Ageing service responsibilities:	

- Ensure that the Active Ageing referrals are processed in accordance with HILS' procedures, in a timely manner.
- Monitor the Active Ageing waiting list in each Hertfordshire district and take a proactive and meticulous approach to scheduling clients onto the Active Ageing programme. This will include managing appointment cancellations, and 'on-hold' client lists.
- Complete questionnaires with clients over the phone during the booking process
- to ensure their readiness for the programme.
- Prepare and distribute resources (e.g. welcome packs, exercise bands) for the Active Ageing team, as required.
- Proactively support HILS' lone working procedures, acting as a 'buddy' for all Health & Wellbeing team members.
- Liaise effectively with Instructors to ensure they have all relevant information about their clients to ensure their health, safety, and wellbeing.

Nutrition service responsibilities:

- Ensure that all Nutrition & Wellbeing referrals are processed in accordance with HILS' procedures, in a timely manner.
- Monitor the Nutrition waiting list in each Hertfordshire district and take a proactive and meticulous approach to contacting and scheduling clients for visits.
- Complete Patient Nutrition Screenings with clients over the phone to identify malnutrition risk, and offer light-touch advice on eating, drinking, and general wellbeing support.
- Distribute informational leaflets and booklets to clients, and prepare resources for the visiting team as required.

Nutrition Awareness Team responsibilities

- Support the Nutrition Visitors to stay up-to-date with care home audits and screenings, by monitoring the care home statuses, and making contact with homes to arrange visits.
- Prepare certificates for care homes, following successful audits by Nutrition Visitors.

Community Hubs responsibilities

- Ensure that all referrals to the Community Hubs are processed in accordance with HILS' procedures, in a timely manner
- Liaise with external referrers and professionals, and respond to queries from clients and next-of-kin.
- Liaise with the general public, local partners, and professionals for room hire and bookings using the Hallmaster system
- Liaise with the finance team to ensure all month end duties are fulfilled and invoices

Keysafe Responsibilities:

- Schedule keysafe installations and maintenance visits in response to requests from clients, next-of-kin, and professionals
- Monitor stock levels for keysafe stock, and order new equipment as required.

Meals on Wheels service responsibilities:

- Provide admin support to Meals on Wheels Teams when needed. This could include:
 - Responding to general service queries from clients, next-of-kin, or professionals.
 - Supporting with the processing of referrals on the meals client database.
 - Processing menus, and other light-touch administrative changes (e.g. changes to meal requirements) on the meals client database when required.
 - Support with monitoring and responding to incoming, and outgoing post (including menus to clients).

- Administrate incoming client payments, including taking card payments over the phone and processing them on to the SMARTT system
- Action compliments and complaints as and when required
- Sending out annual client questionnaires and assist with their uploading

Other responsibilities:

- To ensure that all dealings with staff and the public are conducted within HILS' Equal Opportunities framework
- To comply with all relevant legislation to ensure effectiveness in the role.
- To have regard for the duty of care of information (with particular reference to the General Data Protection Regulation) gained during the course of employment that relates to clients, other employees, the public, contractors, etc.
- To ensure that excellent standards of customer care and service are maintained when dealing with members of the public and internal customers
- The job holder has a personal responsibility, whilst at work, to preserve and enhance health and safety. They must familiarise themselves with the health and safety aspects of their work and avoid contact which would put at risk the health and safety of themselves and other people including clients, visitors, contractors, and members of the public.

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 their 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:

- Satisfactory DBS check
- The right to work in the UK
- Ability to attend HILS' other sites as required
- High standard of written and spoken English
- Full UK driving license

Skills, Knowledge, and Experience:

Essential:

- Office based administrative experience
- Excellent telephone manner
- Customer service experience
- Good IT skills, including strong ability with Microsoft Word, Outlook, and Excel
- Confidence and ability to learn to use internal bespoke database systems

Desirable:

- Geographical knowledge of Hertfordshire, to assist with appointment planning
- Experience of working with elderly, or vulnerable clients
- Experience of working with health professionals
- Experience of working within the health or social care sector

Personal Qualities:

Essential:

- Flexible, positive approach
- Able to communicate effectively with clients, colleagues, and professional contacts
- Reliable
- A team player
- Ability to work on own initiative and manage own workload
- Ability to work to deadlines
- Good communicator and proactive in taking action
- Ability to demonstrate empathy with clients

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 go above and beyond; we work with integrity; and we are caring and compassionate. 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.