

# HILS SUPPORT TEAM – CUSTOMER SERVICE

## PART 1: JOB DESCRIPTION

<b>Job Title:</b>	Support Team – Customer Service
<b>Location:</b>	Ware, SG12 0EF
<b>Salary:</b>	£9.25 per hour
<b>Hours of Work:</b>	12 hours per week, Saturday and Sunday, working from 8am-2pm
<b>Responsible to:</b>	Team Leader – Independent Living Operations
<b>Responsible for:</b>	No direct line management responsibility.
<b>Contacts:</b>	Internal and external customers and stakeholders; clients; Team Leader - Independent Living Operations; Support Team members; Community Team members.
<b>Role Summary:</b>	
<p>The primary function is to provide administrative support to ensure the smooth running of HILS' meals services at Ware site. This will mainly be meals on wheels, but will also include administration of the 'emergency food and grocery pack' scheme. The successful post-holder will be expected to offer excellent customer service to internal and external parties, ensuring clients' safety and wellbeing is priority.</p>	
<b>Principle Responsibilities</b>	
<ul style="list-style-type: none"><li>• Check emails and telephone messages for any new referrals and action all referrals and queries immediately</li><li>• Deal with all enquiries and post efficiently and effectively, delivering a caring and conscientious service is delivered.</li><li>• Update client data on the SMARTT system regularly, ensuring this reflects clients' needs.</li><li>• Send out new menus to clients and process menus on the SMARTT client data base when required, changing meals as required.</li><li>• Deal with 'No replies' by following the 'No reply' procedure to ensure clients welfare is priority.</li><li>• Report any safeguarding issues to your Team Leader, or the Safeguarding lead if appropriate.</li><li>• Ensure financial processes are followed, including enter cheque payments received from clients onto the SMARTT system and following HILS banking process; administer the direct debit system; take card payments over the phone and process.</li></ul>	

- Action compliments and complaints as and when required
- Send out annual client questionnaires and assist with their uploading
- Cover delivery rounds as and when required
- To adhere to HILS' 'clear desk' policy
- To participate in staff meetings and attend any 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 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 the TLILO 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: **Caring** for our clients; working for Hertfordshire's **communities**; being **cost-efficient**; working **conscientiously**; **communicating** effectively and developing **creative** new services. 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.

