

## Job Description and Person Specification

<b>Job Title</b>	Ryecare Customer Advisor
<b>Department</b>	Housing
<b>Reporting to</b>	Ryecare Manager
<b>Grade</b>	4

### Job Purpose

Main point of contact for customers requiring help from the Ryecare lifeline service, answering emergency calls in a 24/7, 365 days a year contact centre, following procedures for each district, external organisation or service that Ryecare provide a service to. These could be lifeline generated calls, or emergency out of hours calls for our contract customers who are located throughout North Yorkshire. All calls must be accurately recorded, emailed onto the appropriate organisation and filed away for audit purposes.

To actively promote the Ryecare service. Taking calls from prospective customers in the Ryedale area, explaining the service fully and taking details of each enquiry, passing all information onto the Marketing and Administrative Officer and Community Team to arrange installation or follow up. Responsible for mailing out leaflets.

To provide administrative support to other departments in the Authority under the supervision of the Ryecare Manager.

To monitor Lone Workers throughout the North Yorkshire area.

To maintain security of Ryedale House out of hours. Setting the alarm, logging who is in the building at all times.

This role requires data input of confidential client records and amendment and deletion of records. There is a large amount of administrative work involved in keeping this information up to date. It is vital that all information recorded is totally accurate, so staff must be articulate when inputting or making changes.

### Job Context

To provide a 24 hour professional emergency call handling service for private and contract customers throughout North Yorkshire, answering all calls in a calm, caring and efficient manner.

Calls handled are a mixture of emergency lifeline calls – through the PNC computer system and telephone calls for emergency housing and other repairs out of hours and also general enquires about the service.

### Supervision and Management of People

None

## Operational Duties

- To respond to calls from lifelines and telecare through the computer. Also handle emergency calls by dedicated telephone lines for other contract users within their designated geographical area. Ensuring that for each call handled accurate details are recorded and then emailed onto the specific contractor
- To take action on a diverse range of calls from differing areas following correct procedures as determined by the nature of the call
- To resolve issues and customer requests across all elements of council business for the Ryedale area and other contract customers by providing support to customers, residents, members, internal colleagues and partners on all aspects of council services
- To provide knowledgeable, professional, responsive answers to sometimes complex issues
- The post holder will have strong communication skills, will be able to convey information effectively at all times, especially when encountering stressful and pressured situations.
- There is a need for strong IT skills and the will to develop them further
- Ensuring that duties are carried out with full regard to the Council's policies, including Equal Opportunities, Safeguarding, Equality and Diversity, Health and Safety and Information Governance.
- The Council takes seriously its responsibility to safeguard and promote the welfare of children and young people and to protect adults at risk. There is an expectation that all staff will positively demonstrate their awareness and support to this commitment.
- Operation of Ryedale House security systems out of hours. Ryecare staff must also keep a log of all staff entering and leaving the building for health and safety reasons.
- General administrative duties relating to the service, inputting confidential customer details, amending and deleting records, setting up new accounts, revising and deleting accounts, reporting defective equipment for customers in the Ryedale area and to all other organisations we have contracts with. Also ensuring testing of all equipment linked to Ryecare is pro-active, to safeguard our customers
- To train new staff as required under the direction of the Ryecare Manager
- To offer support to the Council's Community Team Officers as and when necessary
- To keep a log of Lone Workers, be aware of their movements and monitor their safe return.

- Must be confident to make decisions without support (i.e. whilst lone working) and follow procedures, whilst keeping concise, but thorough records and notes of each and every event. Some calls can be quite difficult to handle and will not be covered by a written procedure due to the diverse range of calls handled. Post holder must use common sense to either signpost them on or advise the caller we have no duty to deal with that situation.

## **Creativity and Innovation**

- To support the Ryecare Manager to provide excellent customer service. To continually look at implementing new ways of working, challenging assumptions in the delivery of the service, making it customer focussed
- Post holders will be expected to multi-task, remain calm and caring even when pressurised and in stressful emergency situations. There is a need for strong emotional resilience as the nature of calls can be upsetting
- Good prioritisation skills and the ability to assess each call determining which are priority emergency calls
- To promote the Ryecare service at every opportunity, to grow the business within the local area as proposed in the Business Plan
- The Ryecare Operator will aim to resolve or escalate all calls, following protocols and procedures in place, either by responding directly to customer issues or seeking and receiving expert opinion. It is recognised that Ryecare operators within Ryecare are lone working out of hours and have to make decisions with no input from a senior officer.

## **Contacts and Relationships**

- Ryecare deal with a wide range of customers and contracts throughout the North Yorkshire region. Staff must work extensively with others across and within the organisation and with contract customers throughout the North Yorkshire district building and maintaining strong relationships
- Sharing information is imperative as it enables Ryecare to streamline the operational side of the business. Staff are encouraged to share information to improve the overall running of the call centre and encourage efficiencies.
- To foster positive relationships with all, to uphold the Council's reputation.
- This role is the first point of contact for customers approaching the Council out of hours. Staff will help to resolve customer's issues throughout North Yorkshire not just for Ryedale. Post holders, therefore, must have the ability to give advice to customers on a range of issues, whilst also handling emergencies.
- To prioritise and effectively deliver workloads and develop relationships with officers from other functions, both internally and externally to deliver the most efficient and focussed customer service.

## **Project and Programme Management**

- No responsibility for projects or programme management

## **Information Management and Performance Reporting**

- Knowledge and experience of a wide range of IT packages is required to fulfil this role.

NB The above list of duties is neither exclusive nor exhaustive. The post holder will be expected to undertake other duties commensurate with the responsibility level of this post, as directed by the Ryecare Manager.

## Requirements of the Post

	Essential	Desirable
<b>Qualifications / Training</b>	<ul style="list-style-type: none"> <li>• Good standard of education. Must have GCSE in English and Maths</li> <li>• Training in safeguarding, customer care and dementia awareness</li> <li>• GDPR Training</li> <li>• Excellent IT skills, especially of Excel and a willingness to learn new skills</li> </ul>	<ul style="list-style-type: none"> <li>• Mental Health training or experience of dealing with people with Mental Health issues</li> <li>• Counselling qualification or experience</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Common sense and the ability to make brave on the spot decisions</li> <li>• Awareness and knowledge and commitment to Equality and Diversity and Health and Safety legislation and of safeguarding responsibilities</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge and understanding of local government and of the areas of responsibility.</li> <li>• Ideally from a care background, ability to be emotionally supportive</li> </ul>
<b>Experience &amp; Character</b>	<ul style="list-style-type: none"> <li>• Well developed 'Life Skills'</li> <li>• Must be able to remain calm, caring, empathic and professional when dealing with emergency and stressful situations</li> <li>• Must be able to prioritise in a constantly changing, challenging and conflicting workplace</li> <li>• Patient, Sympathetic, Understanding, Caring</li> <li>• Responsible and trustworthy</li> <li>• Team player but also able to lone work</li> </ul>	<ul style="list-style-type: none"> <li>• Of working with all members of the general public</li> <li>• Of working in a pressurised customer focussed environment</li> </ul>
<b>Occupational Skills</b>	<ul style="list-style-type: none"> <li>• Ability to plan, allocate and evaluate workloads, determining work methods to achieve objectives</li> <li>• Ability to seek, evaluate and process information to aid decision making</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to create, maintain and enhance constructive working relationships.</li> </ul>

	<ul style="list-style-type: none"> <li>• Able to exchange information, to solve problems and make decisions. To share the solution for the benefit of the service and team</li> </ul>	
<b>Other</b>	<ul style="list-style-type: none"> <li>• Highest professional integrity.</li> <li>• Emotionally resilient.</li> </ul>	
<b>Availability</b> <b>Locality</b> <b>Mobility</b>	<ul style="list-style-type: none"> <li>• Willingness to work shifts including nights, weekends and bank holidays</li> <li>• Ability to be flexible in relation to any changes and or additional working hours to cover shifts, particularly at short notice.</li> <li>• Must hold a full UK driving license.</li> </ul>	