

## JOB DESCRIPTION

<b>Post Title:</b>	<b>Helpline Assistant</b>
<b>Department:</b>	<b>Disclosures &amp; Training</b>
<b>Locations:</b>	<b>Head Office, Swanley</b>
<b>Hours of Work:</b>	<b>15 hours a week - over 2 or 3 days during office hours of 9-5. (This <u>must</u> include a Monday but <u>can't</u> include a Friday.)</b>
<b>Accountable to:</b>	<b>Disclosure Helpline Manager</b>
<b>Pay Group/Salary:</b>	<b>Group I £22,655 FTE (£9707 pro rata)</b>
<b>DBS Eligibility:</b>	<b>Basic* - and acceptance by the DBS as a Countersignatory</b>

This position is deemed to meet eligibility for a Basic level DBS check. The post-holder will therefore be expected to supply a self-declaration and a Basic Criminal Records Disclosure Certificate prior to commencement of employment as part of our Safer Recruitment Policy.

### Job Purpose

To assist colleagues within the Disclosure and Training Department to provide a first-class service to callers concerning disclosure processing and basic training enquiries. Ensuring calls to both the disclosure service and training team are responded to within acceptable standards for time and quality and appropriately routed to either team for assistance.

### Main Responsibilities

- Provide effective services within the Disclosure and Training Department, underpinned by Christian values and beliefs and that promote the Christian ethos and purpose of Thirtyone: eight in safeguarding children and adults at risk.
- Provide excellent customer service to callers enquiring about training and using the disclosure service.
- Ensure that callers receive a timely response to their calls, where they are always referred to the appropriate members of team for advice and guidance where necessary.
- Under the guidance of the Disclosure Helpline Manager, provide clear pathways to callers that identify appropriate sources of information to basic procedural queries
- Processing online disclosure application forms
- Maintaining computer records and generating emails for the provision of the disclosure service.
- Provide as part of a team, other administrative support as required.

### Specific Responsibilities

- Participate in an effective and appropriate triage system operated for callers to the both the disclosure and training helplines throughout the working week.
- Check and countersign online DBS applications for transmission to the DBS, querying any that need further clarification by phone, text message and email.
- Assist callers to the helplines in being re-routed to other Thirtyone:eight services where this is appropriate and necessary.
- Work closely with other team members assisting them to provide high quality services where staff shortages or other difficulties may be experienced that impact service delivery.
- Undertake basic office skills such as message-taking, filing, photocopying etc
- At all times work within the policies and Code of Practice laid down by the DBS and Thirtyone:eight

### **General Responsibilities**

- Contribute skills and knowledge as part of a staff team and attending staff and other meetings where required.
- Contribute to the development of an inclusive and empowering culture of excellence and effective team working environment within Thirtyone:eight.
- Contribute to and comply with all data protection requirements in accordance with the General Data Protection Regulation 2018 (GDPR), Data Protection Act, 2018, Thirtyone:eight policies and professional guidelines (e.g. confidentiality, information sharing and secure storage/processing of data).
- Participate in staff development and training programmes which aim to enhance individual skills and create opportunities for professional development.
- Participate in the range of other work undertaken by Thirtyone:eight, both directly and in terms of offering support, collaboration and back-up to other staff members where needed.
- Ensure all work undertaken promotes equality and diversity.
- Ensure all work contributes to and underpins the Thirtyone:eight mission, vision and strategic plan
- Ensure that all work supports and promotes the values and ethos of Thirtyone:eight as a Christian organisation seeking to promote safer environments for vulnerable people.
- Under the Health & Safety at Work Act and associated guidance, take adequate care for the health and safety of oneself and other persons who may be affected by acts or omissions to act.
- Undertake any other reasonable duty or task in accordance with the objectives of this post.

# PERSON SPECIFICATION

<b>Post Title:</b>	<b>Helplines Assistant</b>
<b>Essential Qualifications:</b>	<b>5 GCSE Grades A*-C (or equivalent) including English</b>

## Essential Personal Characteristics and Qualities

- Honesty
- Integrity
- Openness
- Collaborative
- Solution-focused
- Learning
- Creative
- Fair
- Committed
- Passionate

## Essential Skills and Experience

- Good IT skills -experience of working with Microsoft Office as a minimum

## Essential Knowledge, Motivation and Attributes

- Ability to communicate both verbally and in writing – a consistent excellent telephone manner is required
- Ability to engage with and give confidence to people at all levels across the church spectrum.
- Ability to be self-motivated.
- Ability to work as a team member.
- Thorough in all areas of work – ensuring that the customer/caller and the accuracy of the service provided is a priority.
- Able to deal confidentially with matters of a private and sensitive nature
- Willingness to promote and participate in relevant training and CPD.
- Ability to identify with and accept the aims and objectives of Thirtyone:eight as a Christian safeguarding charity