

Enquiries Officer Job Description



Job Title: Enquiries Officer

Location: Rural Community Council of Essex (RCCE), Feering, Essex

Reporting to: Community Services Manager

Hours: 24.5 hours per week. (times to be agreed)

Salary range: £18,000 to £20,000 per year pro rata

Main Duties and Responsibilities

1. Operate the Community Agents Essex enquiries desk to add clients and receive new enquiries
2. Answer incoming telephone calls and assessing client's needs using sensitive listening and questioning techniques to identify key information.
3. Enter client details in to the CA Hub system and refer enquiries to the relevant Community Agent.
4. Ensure information taken from incoming calls and actions taken are recorded accurately.
5. To monitor service demand and allocation of enquiries
6. To respond to progress enquiries and ensure feedback to Social care and Health professionals
7. To review CA Hub content and prepare simple reports on demand
8. Maintain a database of service providers (all sectors, countywide) on the CA Hub for use by the Community Agents
9. Update CA Essex website events and Social Media feeds
10. To support Service Coordinators, Agencies and Agents with CA Hub use questions
11. To work with the Service Coordinators to ensure compliance with the service specification
12. Process referrals for Benefits Home Support visits.
13. Maintaining a library of leaflets, forms and promotional materials for agent use.
14. Respond to G24 over-run or panic alarms
15. Attend training courses, meetings or information sessions, which will improve communication skills and knowledge, as required.
16. Work to the policies and procedures of Community Agents Essex Partnership.

17. To undertake any other relevant duties that may be required, as directed by the Community Services Manager.

Person Specification

	Essential	Desirable
• Effective communication skills and empathy toward the varying issues faced by our clients.	✓	
• Ability to organise your own work, manage your time and work on your own initiative to ensure continuity of the project at all times.	✓	
• Experience of working within a customer service environment.	✓	
• Ability to deliver clear and concise instructions to clients over the telephone.	✓	
• A calm manner and a resilient, highly organised approach.	✓	
• Good standard of education and willingness to learn and develop skills in main enquiry areas.	✓	
• Ability to access relevant signposting information including electronic and written materials.	✓	
• Excellent IT skills including Word, email and internet.	✓	
• Ability to maintain high standards with excellent listening skills.	✓	
• Awareness of Essex and an understanding of the issues involved in assessing client's problems.	✓	
• Understanding of the issues affecting society and their implications for clients and service provision.		✓
• Interest in social welfare law e.g. housing; welfare benefits; debt; employment.		✓
• Advice and Guidance NVQ.		✓
• Clean driving licence and use of car.		✓