

JOB DESCRIPTION – National Careers Service Helpline Administrator

<p>JOB TITLE: National Careers Service Helpline Administrator</p>	<p>GRADE/SALARY: Pay Band 1</p> <ul style="list-style-type: none"> • Start £15,796 • Mid £17,703 • Top £19,065
<p>REPORTS TO: National Careers Service Helpline Team Leader</p>	<p>HOURS OF WORK: 37 Hours per week Required to work until 8pm and some Saturdays as part of a rota.</p>
	<p>BASE: Bracknell Support Centre – Ocean House</p>

JOB PURPOSE

- To contribute to the performance of the National Careers Service Helpline Service centre, ensuring an efficient, effective and professional service to customers, partners and stakeholders.
- To follow processes and procedures within the contact centre to support delivery of excellent service to customers.
- To contribute to meeting the requirements of the National Careers Service in the across Berkshire, Buckinghamshire, Oxfordshire, Swindon, Wiltshire and Gloucestershire and the South West of England ensuring excellence in customer service.

MAIN DUTIES AND RESPONSIBILITIES

- To provide a high quality phone, and email service to customers, partners and stakeholders.
- To highlight to delivery staff customers in need of further support.
- To provide a reactive service to partners (e.g. Job Centre + and Serco) for appointment bookings to customers
- To follow the warm and cold transfer process from Serco
- To provide a proactive and ensure a high quality service is offered to customers, partners and stakeholders.
- Accurate and timely evidence checking of customer outcomes to ensure they comply with the SFA funding rules.
- Undertake other administration duties and responsibilities on a short or long term basis as required by Adviza (including wider National Careers Service Teams).
- Accurate and timely updating of the YETI database.
- Organise and prepare hard copy evidence for archiving
- To update and amend calendars across the South West including Devon and Somerset.
- To conduct weekly reviews of venues and produce reports for managers

MAIN DUTIES AND RESPONSIBILITIES

- To work as a team providing centre cover for team members as directed.
- Contribute to ensure that customer service delivery is continually improved in ways that meet the needs of the company as well as partners/stakeholders.
- To provide a proactive service to track customers using reports from the YETI database – identifying where they are on their journey with the service and collecting evidence that is appropriate and valid. Evidence may come from the customer; training providers or employers.
- Comply with all aspects of equality and diversity for customers including referral to specialist agencies/services as required.

PERSON SPECIFICATION

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KEY CRITERIA	Essential Requirements	Desirable
<p>QUALIFICATIONS, TRAINING AND EXPERIENCE</p>	<p>GCSE English and Math's, grade C or above</p>	<p>NVQ level 3 in Business Administration or equivalent Administration related qualification</p> <p>Previous experience in Careers sector</p>
<p>COMPETENCE SUMMARY (Knowledge, skills and abilities.)</p>	<p>Proven Administration skills</p> <p>Computer literate with Data input skills & outlook</p> <p>Good organisational ability and attention to detail.</p> <p>Good interpersonal skills and the ability to communicate effectively (verbally and in writing).</p> <p>Have a flexible approach. Ability to work on own initiative, solve problems and work as part of a team.</p> <p>Can work under pressure.</p> <p>An understanding of and commitment to equality of opportunity for all.</p>	<p>Experience of using YETI database</p>

KEY CRITERIA	Essential Requirements	Desirable
WORK-RELATED PERSONAL REQUIREMENTS		

SPECIAL FACTORS:

- Must be prepared to travel locally.
- Prepared to work flexible hours, including until 8pm and some Saturdays, as part of a rota.
- Share with Adviza, the commitment to safeguarding and promoting the welfare of children and young people.