EMPLOYMENT **ZONE** **R&S 2**

Person Specification

Job title:	Operational Support Assistant
Job Family/ Grade/Level:	Clerical Admin/CA2 – Grade 3
Summary of role:	To deliver a customer focused call handling service in relation to the provision of Care Services, Meals at Home service delivery and Customer Services. Reporting to the Operational Support Team Leader, the main duties and responsibilities are:- • Respond to incoming telephone enquiries promptly and efficiently • Ensure adherence to call handling procedures at all times • Update and maintain internal computerised systems with information from various sources • Liaise with Home Care Co-ordinators regarding Out of Hours reports requiring immediate attention • Follow procedures for no-access issues including contact with all relevant parties, for example family/hospitals etc • Process EquipU orders requested by operational managers • Effective communication with internal and external customers • Compilation of Care Diaries on a weekly basis • Prepare quotations for service delivery based on information received from operational management • Compiling all relevant statistical information • Ensure accurate completion of all associated administration tasks • Dealing with any other duties as appropriate and in line with the needs of the business

Criteria	**Essential**	**Desirable**	**Evidence**
Education, qualifications & training		English, Maths & another subject at standard grade (credit Level) or equivalent Vocational Qualification.	• Application Form • Certificates
Skills	Basic literacy and numeracy skills. Ability to operate office equipment. Relevant level of IT skills. Can plan, organise and complete allocated work within a set time.	Can accurately record information from a variety of sources.	• Application Form • References • Interview • Assessment

	Offers guidance to colleagues when sharing work knowledge.		
Knowledge	Working knowledge of relevant computer software packages such as Microsoft Office (Word/excel), SAP. Working knowledge of admin processes and systems.	An awareness of the work of Council Services. Has an appreciation of the technical knowledge of the section/ service.	• Application Form • References • Interview • Assessment
Other	Has an ability to work alone or as part of a team. Shows an enthusiastic & positive manner. Demonstrates a flexible approach to the needs of the section/service/council. Prioritises the needs of the customer within required timescales. Can effectively follow security procedures.	Can manage difficult service interactions.	• Interview

Competencies		**Evidence**
PERSONAL EFFECTIVENESS - COMMUNICATING Level 1	• You get on well with people, by explaining your ideas clearly, so that they understand you. • You speak clearly and calmly, and you're tactful. • You're a good listener. • You answer questions in the right way - promptly and accurately. • You make sure that people have understood you, and they know to pass the message on to others. • You write clearly, when needed, and in a way that people can understand. • You sort out information appropriately, and write, or input, it correctly	
PERSONAL EFFECTIVENESS - SELF-DEVELOPMENT Level 1	• You know and understand the different aspects of your job. • You know what results you need to achieve, and how to achieve them. • You keep up-to-date with any changes in the skills and knowledge you need. • You come up with new or different ideas and ways of learning. • You're aware of your own strengths, but also where you need to develop. • You join in with any training you need to do. • You try to develop your career	

PROVIDING EXCELLENT CUSTOMER SERVICE - CUSTOMER ORIENTATION Level 1	• You treat customers fairly and consistently. • You provide a professional, polite and high quality service. • You sort out enquiries and problems promptly. • You understand how customers feel, and show this in the way that you deal with them. • You spot mistakes or problems and apologise for them. You keep customers up-to-date, by giving them as much suitable and correct information as you can.	
PROVIDING EXCELLENT CUSTOMER SERVICE - FORWARD THINKING Level 1	• You find out what other people need by asking questions that can't be answered with just a 'yes' or a 'no'. • You act on your own initiative and sort out difficult situations or problems, without having to be asked. • You look at a number of different options when trying to sort out a problem. • You like to hear about different ideas; you're keen to do well; and you 'go the extra mile' for people.	
MANAGING CHANGE - ATTITUDE Level 1	• You're happy to be told about new ideas and ways of working. • You try to see the good things that change can bring. You're aware of your own concerns when faced with change, and understand how other people feel about it too. • You try hard to do things the new way, when things change. • You're able to cope with change and handle situations that seem unclear. • You don't mind being interrupted in the middle of a task.	