

First Contact Team Officer – Job Description

Role information

Department: Grants Services – First Contact Team (FCT)

Job Title: First Contact Team Officer

Grade: C

Responsible to: First Contact Team Supervisor

Date: May 2017

Purpose of the job:

To provide all families/customers, who contact the Fund, with information and assistance appropriate to the enquiry.

To ensure this is delivered in a professional manner and in accordance with the Fund's objectives and values recording relevant information in the correct format to aid reporting.

Duties and responsibilities

First Contact Team

- Respond to all family queries in accordance with department processes across the full range of media channels.
- Develop and maintain knowledge of all Grant Services processes and those related to each grant programme to enable provision of accurate and consistent information, support and advice.
- Deliver information to families where appropriate on all services provided by Family Fund.

- Take ownership of family queries to Family Fund and progress them to a satisfactory conclusion for both parties.
- Escalate calls to the appropriate department, manager or supervisor.
- Respond appropriately to paper-based family contact in line with Grant Services processes.
- Manage family expectation and help with guidance throughout Family Fund application processes.
- Utilise Family Fund and specific FCT systems to accurately record and update information to ensure efficient processing and effective reporting of information.
- Provide feedback on calls received, service provision and ideas for improvement.
- Work across multiple platforms to deliver the best outcome for families and adhere to Family Fund process and policy.

Information, Advice and Support

- Provide the appropriate level of information, advice and support to families through all contact channels.
- Maintain FCT systems to allow accurate and effective monitoring and management of programme statistics.
- Effectively identify appropriate referral opportunities and utilise systems in place to deliver best outcomes for families.
- Use Family Fund resources and attend all relevant training provided to maintain ability to deliver appropriate and effective information, advice and support to families.

General

- Adhere to the FCT rota, delivering all roles and displaying flexibility when required.
- Use the most effective communications media in a professional manner when dealing with families, professionals or other stakeholders.
- Liaise with colleagues to ensure the effectiveness and efficiency of all Family Fund programmes.
- Maintain the general efficiency and tidiness of the FCT department.
- Attend meetings and training sessions as required.

- Carry out other appropriate duties as required.

Person specification

Department: Grants Services

Job Title: First Contact Team Officer

Experience

Essential

- Dealing with telephone enquiries in a customer service environment.
- Dealing with email and written enquiries.
- Administration experience.

Desirable

- Contact centre.
- Support and signposting experience.

Skills, knowledge, and abilities

Essential

- Confident and helpful telephone manner.
- Ability to deal with telephone and written queries in an appropriate and professional manner.
- Ability and willingness to deal with difficult situations over the telephone.
- Ability to use Windows-based computer systems including Microsoft Office.
- Keyboard skills.
- Ability to follow procedures and guidelines.
- Ability to work as part of a team.
- Ability to work under pressure and to deadlines.

- Ability to work to performance targets.

Education/training

Essential

- General education to GCSE standard or equivalent.

Personal attributes

Essential

- Clear and open communicator.
- Self-motivated and reliable.
- Takes ownership of work-related problems; positive approach to problem solving.
- Supports colleagues.
- Flexible and resilient to changing work patterns and conditions.