



**Stroud
& Cotswold
Districts**

Call Handler

Job pack

RESPONSIBLE TO:	Core Services Support Officer
PLACE OF WORK:	Stroud and / or Cirencester Office (initial training period to be completed in Cirencester office)
SALARY:	Starting salary £20,972 (FTE) (Band 1 on CA-SCD salary scale)
ANNUAL LEAVE:	25 days annual leave plus Bank Holidays, calculated pro rata
PENSION:	Employees are eligible to benefit from the employer's designated pension scheme. Details will be provided on appointment
PROBATION:	The probationary period for this role is 3 months. CA-SCD reserves the right to extend probationary periods for such time as it considers appropriate
HOURS OF WORK:	16 hours per week - must include Monday-Thursday 9.30am-1.30pm
CONTRACT:	12 Month Fixed Term Contract
CLOSING DATE:	When suitable candidate found.



Role profile

The call handler is first point of contact for clients telephoning for advice.

Key work areas and tasks

- Answering calls to our helpline – Making client appointments for advice or directing clients to alternative sources of information or ways to access advice.
- Obtaining client data and inputting details onto Citizens Advice database.
- Making outgoing calls to confirm/rearrange appointments.

Administration

- Manage incoming and outgoing post in the Stroud office and/or Cirencester office when required.
- Provide administrative support to volunteer advisers, caseworkers and supervisors.
- Answer the admin telephone helpline and refer calls or take messages as necessary.
- Support the delivery of projects, which may involve contacting clients and partner agencies by telephone and email, including helping to arrange events.
- Update and maintain accurate case records.
- Deal with confidential documents and ensure confidentiality of information in respect of records maintained and tasks undertaken.
- Attend meetings as agreed with the Core Service Support Officer.

Reception

- Provide a professional and welcoming greeting to service users and other visitors.
- Provide information on the service.

Professional Development

- Keep up to date with policies and procedures and undertake any appropriate training.
- Prepare for and attend team and staff meetings.

Other duties and responsibilities

- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.
- Ensure that work undertaken reflects and supports the Citizens Advice services equity, diversity and inclusion strategy.
- Any other relevant administrative support duties required to ensure the smooth running of the service.



Person Specification

Essential Criteria

- Excellent telephone manner and interpersonal skills
- Good written and verbal skills, including the ability to deal appropriately with a range of people by telephone, including sensitive listening skills.
- Ability to use IT packages, including Word/Excel/ database packages and the ability to use email.
- Experience of working with databases within a busy organisation.
- Ability to work with guidelines, processes and procedures with accuracy, efficiency and reliability.
- Ability to manage a workload, prioritise and meet deadlines under pressure.
- Ability to work on own initiative and as part of a team.
- Able to travel between the 2 offices (Cirencester and Stroud) when needed.
- A commitment to working within, the aims, principles and policies of the Citizens Advice Service.

- **Understanding of some of the social issues affecting service users who may be vulnerable and under stress.**

Please note we do not accept CVs