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| **Job Title** | **Triage Assistant** |
| **Reporting to:** | **Advice Team Leader and Advocacy Team Leader** |
| **Salary:** | **£24,095.02 per annum** |
| **Hours and working pattern** | **37 hours per week Mon-Fri (1 FTE) 08:30-16:30** |
| **Location:** | **Equal Lives main office** |

**Purpose of the role:**

* Provide essential support within our Advice and Advocacy teams by being the first point of contact, handling incoming calls and e-mails, triaging and recording effectively, and maintaining a professional ‘front of house’ presence
* Complete administrative tasks for our Advice and Advocacy teams

**Principal tasks:**

* Efficiently answer incoming telephone calls and respond to voicemails received, directing calls appropriately within the organisation
* Address incoming enquiries from clients and stakeholders to the best of your ability, providing accurate information, signposting, or sending to the appropriate team members as needed
* Log client interactions on our Charity Log system, ensuring accurate data recording to support reporting and contribute to reports as required, as well as adhering to GDPR
* Assist both teams with administrative tasks such as data entry, arranging client meetings, filing and document preparation

**General Tasks:**

* Always work within Equal Lives’ policies and procedures
* Work closely with colleagues to ensure that Equal Lives services are of the highest possible standards
* Work in a professional way, upholding boundaries
* Work in a way which is empathic and non-judgemental
* Empower clients and undertake all duties guided by independent living philosophy and social model of disability
* Take part in supervision, case management, team and other meetings as required
* Participate in open days, conferences and other events as required
* Provide cover for colleagues and undertake other appropriate duties as required

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| **Person Specification:** | **Triage and Admin Officer** |
| **Key characteristics:** | **3 – High importance**  **2 – Medium importance**  **1 – Low importance** |
| Have an understanding or lived experience of disabling barriers and/or the Social Model of Disability | 2 |
| Commitment to equality of opportunity and empowerment of disabled people | 3 |
| Knowledge and understanding of the key principles of GDPR and data | 3 |
| Highly organised and detail orientated | 3 |
| Personable and excellent customer service skills | 3 |
| Ability to work well independently and as part of a team | 3 |
| Proven experience in an administrative or customer service role | 3 |
| Proven experience in the charity sector | 2 |
| Excellent communication skills both written and verbal with the ability to communicate with stakeholders at all levels | 3 |
| Feel passionately about the ethos of Equal Lives and work towards our desired outcomes | 3 |
| Significant experience of working with ICT, including Office 365 – Word, Excel and Teams | 3 |
| Proven ability to meet or exceed targets | 2 |
| Personal experience of disability | 2 |