Job Description

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| **Post** | **Information and Enquiries Co-ordinator** |
| **Location** | **Hybrid role, based in either Cambridge or Peterborough, with occasional travel across our area** |
| **Line Manager** | **Internal Communications Lead** |
| **Hours** | **2 x roles of 3 days per week, job sharing** |
| **Contract Term** | **Permanent** |
| **Salary** | **£14,662.20 per annum for 22.5 hours (3 days per week)**  **Salary Scale Point 12: £24,437.00 per annum FTE** |
| **Main Objective** | We know that first impressions matter and this new role is an opportunity to be our public-facing first point of contact; responding to enquiries from across the communities of Cambridgeshire, Peterborough, South Lincolnshire – and beyond.  The main objective will be to provide a ‘Gold Standard’ customer service to all enquiries that come in either via CPSL Mind’s 0300 telephone line or enquiries inbox. The successful candidate will have the skills to offer a prompt, helpful and values-based response to every contact; responding to the needs of a wide variety of stakeholders, ranging from individuals seeking access to services to fundraisers, sales calls to press enquiries.  Key tasks include:   * Providing a warm welcome, up-to-date information and relevant connections across CPSL Mind. * Answering telephone calls and responding to email/in-person enquiries promptly, helpfully and with compassion. * Maintaining databases and record-keeping. * Keeping informed of activities taking place across the organisation and the wider mental health and wellbeing sector. |

**Our Vision**

Our vision is a society in which everyone has positive mental health and feels part of a connected community.

**Mission**

Our mission is to:

* support those with poor mental health to live well, whatever that means for them.
* enable people to maintain positive mental health, especially those who are going through tough times.
* inspire connections and eliminate stigma within our communities for the benefit of everyone’s mental health.

**Values**

Our values are central to everything we do. They define us as an organisation.

* **Respect**
* **Empowerment**
* **Inclusivity**
* **Integrity**
* **Courage**
* **Compassion**

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| **Specific Duties and Responsibilities** |
| Key Responsibilities of this role are to provide excellent customer service in line with CPSL Mind values. This will include:   * Providing the first point of contact for callers via our single point of access telephone number during office hours. * Responding in a timely manner to emails received within our enquiries inbox. * Providing information about CPSL Mind’s services and/other useful services and resources. * Responding quickly and efficiently to non-service-related enquiries. * Connecting any callers in distress to appropriate support, either internally or externally. * Maintaining databases and accurate information logs as required. * Working closely with Communications Team and service managers to stay up-to-date about CPSL Mind’s activities. * Working collaboratively as part of a team, liaising with other services/departments across the organisation   **Additional duties:**   * Support administration across the wider organisation as required. * Undertake all other duties commensurate with the role description. |

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| **General Responsibilities** |
| **Equality**   * Promote the equality, diversity and rights of others by ensuring people are respected and valued as individuals. * Ensure equal access to services, that people are treated with dignity and without discrimination. |
| **Quality**   * Work within all CPSL Mind’s policies and procedures at all times, with specific reference to the Safeguarding and Child Protection policies. * Implement quality assurance systems within CPSL Mind. * Monitor compliance with quality systems including Mind Quality Standards. * Have due regard for health and safety and security in the workplace and contribute to raising awareness. |
| **Services**   * Maintain a strength-based service which recognises and celebrates the talents and abilities of the individuals accessing the service. * Maximise the potential for genuine co-production of service delivery wherever possible. * Take a dynamic approach to risk assessment and mitigation. * Work collaboratively with individuals and other services as necessary in situations where an individual feels unsafe and escalate as appropriate. * Liaise with the other mental health services, such as other mental health providers and community groups across Cambridgeshire, Peterborough and South Lincolnshire, as required. |
| **People**   * Recognise and respect the role of co-producers as equal partners. * Create productive working relationships within CPSL Mind and with partner agencies. * Develop personal skills to improve performance and knowledge. |
| **Performance**   * Follow agreed work plans and monitoring and evaluation methods, ensuring that reports on performance are available. * Actively participate in all training relevant to the delivery of this role. * Participate in regular line management one to ones and annual appraisals. |
| **Resources**   * Ensure that equipment and materials are available to achieve service outcomes. * Pro-actively manage limited resources. |
| **Information**   * To keep up to date notes and records in relation to support and activities provided and input into our database in a timely way. * To provide data, stories and other evidence in relation to the insight report. * Manage all data in accordance with the provisions of all current Data Protection legislation. |

**Person Specification**

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| **Competency** | **Essential** | **Desirable** |
| Excellent verbal and written communication skills across a range of media with a focus on telephone and email interactions | X |  |
| Ability to provide excellent customer service, responding to any enquiry in a values-based way, promptly and effectively | X |  |
| Ability to actively listen with compassion to understand and respond to the needs of people contacting us | X |  |
| Experience of responding to the needs of people who may be in distress (in personal or professional capacity) |  | X |
| Excellent organisational skills and experience of accurate record-keeping across varying IT systems, including Microsoft packages and bespoke CRMs | X |  |
| Ability to engage and work efficiently both as part of a team and own initiative | X |  |
| Pro-active approach to continuous service improvement | X |  |
| Experience of managing both professional and personal boundaries |  | X |
| Experience of similar role in health, social care or voluntary sector setting |  | X |
| Experience of working with sensitive and confidential information |  | X |

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| Post Holders Signature  Print Name |  | Date: |  |
| Line Managers Signature  Print Name |  | Date: |  |