



Job Title:	Client Services Support & Repairs Officer
Service Area:	Careline
Grade:	4
Reporting Manager:	Client Services Manager
Direct reports:	None

Job summary:

This post plays a key role in the successful delivery of Careline Services. In particular, the post holder will provide efficient and effective computer based corporate administration to ensure that high quality services are provided to both members of the public and businesses in accordance with Government Legislation.

This role also requires the monitoring of out of hours calls from various housing associations via residents or directly from control center including dealing with Environmental Health, Homeless, I.T and staff personal safety monitoring among others.

Repairs operator tasks are required to work a shift pattern to be agreed which will likely cover midweek evenings, weekends, bank, and public holidays.

Key responsibilities:

Support key administrative tasks and administer these functions in accordance with current legislation, national guidance, council policies and including any new service area support requirements.

Checking the validity of and verifying all data including all supporting documents and make correction changes and report on any issues relating to procedures or data.

Contacting applicants/agents in respect of invalid or incorrect data and securing remedy.

Contribute to the decision-making process concerning a wide variety of applications.

To ensure that all requests are logged and directed to the appropriate in-house and external officer for action.

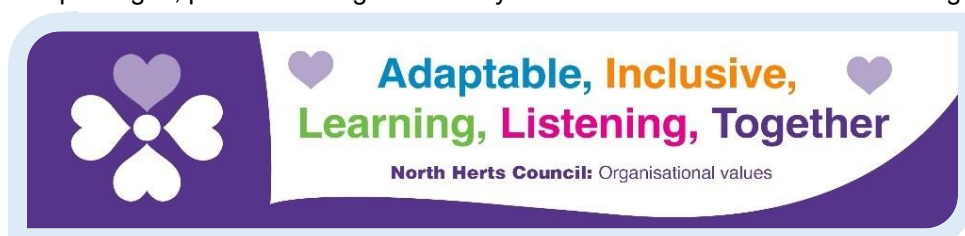
To operate Office systems including system testing/updates, amending/updating procedures as identified by management and always working to the standards of Careline's procedures.

To ensure that accurate records are maintained, and administrative systems are up to date using appropriate software packages, electronic document management system and manual files, records, and registers.

Answer all calls, including general, emergency and repairs calls, within a specified time scale in accordance with Careline's procedural guidelines and ensure the provision of advice to customers is accurate.

Taking appropriate action, including contacting them by phone or email, relevant external and internal officers/organisations and escalating to the manager where necessary.

Relaying messages and making concise and accurate data recording of all action taken. By using appropriate software packages, process work generated by internal and external entities including



applications, referrals, registrations, reports, letters/emails of acknowledgement, notification and consultation and other miscellaneous tasks.

To keep up to date knowledge of all technical information systems, including AI, relating to Careline.

The preparation and dissemination of statistical reports and returns including Freedom of Information requests.

The production of effective comprehensive procedures, user notes and operation guides. The review and revision of these to meet statutory obligations, council policies and Careline's operational duties.

Ensure all correspondence (both incoming and outgoing) is distributed in a timely and efficient manner.

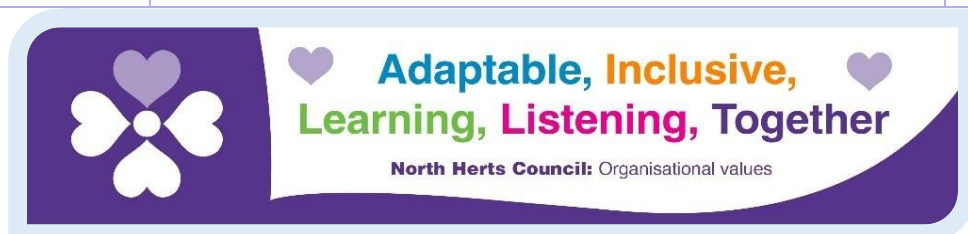
To identify, and participate in, training and development for the post.

To provide Careline administrative support. This will be a range of duties including taking calls on behalf of Officers, typing, filing, organising meetings, replenishing stationary stocks and other administration outlined by management.

Please follow this link to read your general responsibilities:

[General responsibilities for employees | North Herts Council \(north-herts.gov.uk\)](http://north-herts.gov.uk)

Key Requirements:		Essential /Desirable
Qualifications:	GCSE Grade C (or equivalent) standard in Math's and English Language	E
	Ability to gain NVQ Level II in Business Administration	E
	NVQ Level II or Business Administration	D
Job related experience & knowledge:	Excellent keyboard skills and a working knowledge of computer software, including the Internet, Microsoft Windows and Microsoft Office suite of programs.	E
	Organised approach to work and able to operate with minimal supervision.	E
	Ability to follow strict procedures.	E
	Experience of working accurately under pressure and adhere to fixed deadlines whilst remaining Calm when dealing with stressful situations.	E
	1 - 2 years' general office administration and administration systems experience in a frontline service area	E
	Experience of dealing with queries over the telephone	E
		D



	Knowledge repairs work.	
Skills & attributes required for the role:	Confident in conversing in fluent English which is sufficient to fulfil all aspects of the role.	E
	Organised approach to work prioritising your own workload and being able to operate with minimal supervision.	E
	Experience of working accurately under pressure and adhering to fixed deadlines.	E
	Ability to make decisions and to be responsible for your own actions.	E
	Ability to understand and follow procedures.	E
	Ability to make accurate and concise notes.	E
	Interpersonal skills to be able to remain calm and deal with confrontational issues in a diplomatic manner.	E
	Excellent communication skills- written and verbal alongside listening and questioning skills when dealing with callers in a pleasant, polite, and courteous manner.	E
	Experience of analysing evidence to reach a decision.	E
Other:	Knowledge of Financial Regulations.	D
	Experience of working as part of a team.	D
	Flexible attitude to shifts.	E
	Self-motivated	E
	Must be able to sit at workstation for long periods of time.	E
	Clear and pleasant speaking voice.	E
	Current full driving license	D
	Ability to drive Council EV vehicles throughout Hertfordshire and surrounding areas	D

Signed.....

Date.....

