

Customer Experience Administrator

POST	Customer Experience Administrator
EMPLOYER	VOCAL
SALARY	SCP43, £17.24 per hour. £32,385 per annum (pro rata if part-time).
HOURS	30-36 hours per week 33 days annual leave per annum, plus six fixed public holidays (pro rata for part-time)
CONTRACT	Fixed-term: one year
LOCATION	The office base will be Edinburgh Carers' Hub at 60 Leith Walk, however flexibility to travel within Edinburgh and Midlothian will be required. The postholder will normally be expected to work from our Treasure Tree base (currently in Ocean Terminal shopping centre) and occasionally at VOCAL's other locations in Edinburgh and Midlothian.

Purpose of the post

VOCAL is a carer-led organisation employing 65 staff, supported by a team of nearly 40 volunteers, who are based at the Edinburgh Carers' Hub and Midlothian Carer Centre, and within several health and social care settings across Edinburgh and Midlothian.

This post will work alongside VOCAL's Business Development Manager supporting the development of VOCAL social enterprises: Treasure Tree (an online and in-person sales service of donated mobility items) and Wee Breaks Enterprise (comprising three holiday homes providing breaks for unpaid carers and those they care for). More information about both enterprises can be found here:

Treasure Tree: <https://www.vocal.org.uk/our-services/future-planning/treasure-tree/>

Wee Breaks Enterprise: <https://weebreaks.com/our-holiday-homes/>

The post supports a range of administrative and customer service tasks across both enterprises, including responding to customer and carer enquiries, supporting carers with their short break bookings and stock control and registration.

VOCAL values

- We are carer-led and engage carers in all aspects of our work
- We recognise and advocate for carers as equal partners in care
- We support carers to:
 - build on their strengths and skills
 - identify and achieve their outcomes
 - strengthen their resilience

- improve their quality of lives
- We believe in diversity, equality of opportunity and choice
- We promote transparency and honesty
- We treat people with dignity and respect
- We create opportunities for innovation, creativity and enterprise
- We seek to work in partnership around agreed outcomes

Improved outcomes for carers

As part of the VOCAL team, the post holder will contribute to the following outcomes for carers.

Carers will report:

- being better informed about issues linked to their caring role
- improved confidence in their ability to shape services and support
- improved confidence in managing their caring role
- improved physical and mental wellbeing
- improved confidence in their ability to deal with the changing relationships
- improved economic wellbeing
- improved social wellbeing
- improved personal safety

Person Specification

Experience and skills (essential)

The post holder will evidence the following experience:

- Previous experience in a customer service or customer experience role
- Excellent interpersonal skills and extensive experience working with the public
- Previous experience in online promotion and sales
- Excellent IT skills including Internet, social media, MS Word, Excel, Outlook
- Data entry experience and detailed recording of information
- Excellent administrative skills
- Experience of liaising and negotiating with external agencies

Applicants will also demonstrate:

- Ability to listen attentively and to communicate confidently, clearly and sensitively at all levels and through all media
- Ability to manage a complex and varied workload within a busy environment
- Ability to manage challenging situations calmly and efficiently
- Ability to work proactively, independently and in a team
- Strong organisational and multitasking abilities
- Excellent interpersonal and conversational skills that allows effective communication, particularly with individuals experiencing emotional distress or anxiety
- Excellent administrative skills such inputting data with attention to detail; proactively dealing with enquiries and correspondence, etc.
- Ability to handle sensitive and confidential information with discretion
- Ability to use web-based tools and digital platforms

- Ability to deal with carers, professionals, and members of the public in a sensitive and person-centred manner, face to face, digitally, by telephone and online
- Proven ability of organising, prioritising, and managing own workload
- Ability to work proactively, flexibly and collaboratively to co-produce positive outcomes in a timely manner
- Strong attention to detail

Knowledge

Applicants will demonstrate:

Essential

- Understanding of the commercial sales environment and business objectives
- An understanding of, and commitment to, Equal Opportunities

Desirable

- Knowledge of physical disabilities which can require the use of mobility equipment
- Knowledge of different types of mobility equipment and how requirements will differ for different users
- An understanding of issues relevant to carers
- Knowledge of Health & Safety, statutory requirements of hospitality industry
- An understanding of legal frameworks in which companies and charities operate

Job Description

Duties for this post include:

Treasure Tree

- Dealing with customer enquiries, both in person and online
- Advising on most suitable items for each customer (full training will be given)
- Supporting stock registration and stock control systems
- Uploading eBay listings and updating records on our in-house CRM system
- Helping to develop relations with local businesses who may have surplus stock
- Helping to develop contracts with courier and postal services ensuring best value, timely and secure transport at all times
- Supporting Treasure Tree volunteers

Wee Breaks Enterprises

- Handling administrative elements of our Wee Breaks booking process, including making telephone calls to carers to arrange bookings
- General office administration tasks.
- Data entry (e.g., processing grant application forms on client recording systems and on tracking spreadsheets)
- Monitoring communication systems and ensure messages are answered in a timely fashion.
- Contacting carers as required, e.g., via letter, telephone, email.
- Answering specific enquiries in relation to individual carer applications, either from VOCAL staff or carers themselves.

- Ensuring confidentiality of carer records.
- Collecting and analysing feedback from carers to enhance future Wee Breaks programs.
- Any other reasonable duties as needed to ensure the smooth functioning of VOCAL's Wee Breaks Enterprise service.
- Occasional out of hours phone support.

Record Keeping and Reporting:

- Maintaining accurate and up-to-date records of Wee Breaks information for carers.
- Compiling a wide range of statistics as directed by service managers, where required and following training.
- Ensuring compliance with all relevant regulatory and organisational policies regarding Wee Breaks Enterprise.

Communication and Coordination:

- Serving as a point of contact for enquiries related to individual carer applications, either from VOCAL staff or carers themselves.
- Effectively communicating with carers about Wee Breaks Enterprise services.
- Attending and contributing to VOCAL's Wee Breaks Enterprises Working Group.

General

The post holder will be expected to consistently and effectively perform a number of general duties:

- Work with and support any volunteers assigned to facilitate the work of the post holder.
- Comply with carer centre policies and procedures such as confidentiality policy, telephone and recording procedures, lone working policies, etc.
- Comply with, and contribute to, VOCAL's work of continuous quality improvement.
- Participate in VOCAL staff team and development meetings.
- Support and provide cover for additional administration tasks, as directed by line manager, during periods of staff absence and high demand for the service.
- Liaise with key VOCAL staff and other agencies to ensure clear communications and an effective outcome for carers.
- Liaise with VOCAL's Short Breaks Facilitator to respond to any and all carer feedback.

Accountability, Management and Development

The post holder will benefit from a structured support programme within the first month of appointment, followed by a six-month probation period.

The post holder will ultimately be accountable to the Board of Directors. For line management, supervision and support the post holder will be answerable to VOCAL's Business Development Manager

VOCAL acknowledges its responsibility to help identify training needs of staff and to allow reasonable time and resources for staff training, where such training furthers the duties and responsibilities of the post.

Emphasis is placed on team accountability and mutual support.

The post holder will be expected to carry out the duties of this post with due regard to Equal Opportunities and non-discriminatory practice.

Conditions of Service

The post is advertised at a maximum of 36hrs a week, and no less than 30hrs a week. There will be some flexibility over the distribution of hours which will form the normal working week. VOCAL operates a 36hr week for full-time staff.

VOCAL offers a range of contractual benefits, including:

- generous annual leave entitlement of 33 days plus six public holidays (pro rata). This increases with length of service.
- a 6% pension contribution which increases with length of service
- enhanced maternity, paternity, and adoption pay
- paid Carer's Leave
- enhanced sick pay
- a Cycle to Work Scheme.

The postholder will be expected to undertake a Disclosure Scotland check.

