Community Link Administrator

Department	**Environmental Health and Licensing**
Pay Grade	**G3**
Responsible to	**Community Link Team Leader**

Role Purpose

To undertake administrative duties in the day-to-day operation of the Community Link service. Working within the Community Link team to provide a community service promoting personal alarm equipment and providing advice and information to clients on ways to keep safe and independent in their own homes and to enhance their quality of life.

Acting as a representative of Horsham District Council to ensure the service is reliable, consistent, meets the growing needs of Horsham District residents and is delivered to the quality standards set by the TEC Service Association (TSA), for Technology Enabled Care (TEC) with whom we are accredited. This is a way of demonstrating safety and quality and offers much needed assurance in an otherwise unregulated industry.

Role Specific Responsibilities / Accountabilities

- To be the first point of contact for any or potential service users. To respond efficiently and appropriately to the Community Link inbox, prioritising enquiries requiring an urgent response, ensuring good customer service is given.
- To undertake or allocate triage calls prior to installation and allocate calls and visits to Community Link Officers as appropriate, ensuring a fair and balanced distribution of work
- To investigate any reported faults by the service user or Monitoring Centre to ensure the service user is always covered by the Community Link service. This includes receiving and actioning technical reports.
- To input, update and maintain accurate database and file records, in a timely and professional manner forwarding changes to all relevant parties i.e., the Monitoring Centre and finance, ensuring the information is correct and follows the audit trail.
- To provide excellent customer service, dealing with written and telephone enquiries from customers, resolving, referring, and forwarding for action as required, ensuring appropriate general and technical advice is given.
- To instigate onward referrals to partner organisations for further safety and or wellbeing reasons and to work in partnership with other statutory and voluntary agencies to give Community Link service users a holistic service, to keep them safe and independent at home. Set up direct debits for Community Link

services and manage any income related queries. Liaise with the Council's Income team regarding payments, any issues and debt management actions as required.

- To keep up to date with legislation, as well as related advice and support services to ensure the service users receive the most relevant assistance and to signpost and refer accordingly.
- To provide appropriate technical advice to service users, Council colleagues and members of the public in line with current legislation, Council policies and service delivery operating practices.
- To act as an ambassador and representative of Horsham District Council when promoting or delivering presentations on the Community Link service to third party stakeholders at relevant external events
- To carry out such other duties that may reasonably be required.

Knowledge, Skills and Qualifications

Minimum knowledge, skills and qualifications required to perform this role; relevant experience may be a substitute.

Essential Criteria

- Experience in working with people from different backgrounds, especially those who are vulnerable and elderly, and in maintaining discretion and confidentiality.
- Proven experience in debt management. Understanding of how to set up direct debits and deal with income queries.
- Ability to operate a complex and confidential database, requiring competent data entry skills, production of reports and knowledge and understanding of spreadsheets, including Microsoft Excel. Proficiency in Microsoft Office or equivalent.
- Experience in interpreting external reports and taking appropriate action required.
- Communication skills: ability to communicate confidently, effectively, and accurately with good customer service skills; additionally, ability to make presentations to a variety of audiences/third party stakeholders.
- Ability to work well as part of a team and also to use own initiative
- Good attention to detail, with ability to prioritise tasks effectively, meet deadlines and achieve set goals. Proficient organisational, time management and research skills.
- Ability to demonstrate a proactive approach, with the ability to seek ways to improve systems and services.
- Educated to GCSE Level, or equivalent.
- Full Driving Licence is required for event attendance, presentations and occasional visits if required. This will attract Casual Car User Allowance when needed.

Desirable Criteria

- Willingness to learn the TSA standards.
- Knowledge and experience of office administration and business processes.
- Understanding of safeguarding issues and awareness of when to escalate to the appropriate party.

Appendix

Generic Employee Responsibilities / Accountabilities

- Contribute to the delivery of the corporate objectives of the Council developing good working relationships to promote the interests and reputation of the Council building a positive image of the organisation.
- Participate in a culture of learning, collaborative working and excellence to build a culture of high performance, which inspires and supports the delivery of the Council's Corporate Plan.
- Ensure that all duties are carried out in compliance with relevant statutory processes, corporate policies and the Council's constitution.
- Proactively seek opportunities to continuously improve ways of working and Council services by evaluating activities to enhance performance.
- Promote equality, diversity, inclusion, access to services and tackling discrimination both within and outside the Council to ensure there is a clear and consistent focus across the organisation and its partners in delivering an inclusive customer experience to all.
- Generally to comply with all Health and Safety policies and guidance ensuring the required mechanisms are used and to support the promotion of a culture of good health, safety and welfare, especially if nominated or appointed specifically to carry out simple checks at your place of work and log the activity.
- Follow the Council's safeguarding procedures and promote the welfare of children, young people and vulnerable adults across Council services.
- Participate in risk management in service areas and follow required reporting procedures, as appropriate, to minimise risks to people and the Council's operations.
- Follow and adhere to all Data Protection procedures and processes in accordance with relevant legislation ensuring all personal data of employees, members of the public and clients is used appropriately and retained within guidelines.
- The Returning Officer in this constituency is responsible for the election process. There is an expectation that Council employees will, as reasonably requested to do so, assist the returning officer in election processes.
- In the event of a major incident or disaster you may be required to assist in whatever capacity to provide the necessary organisation, co-ordination and supply of resources to support the local emergency services or other services within the council and relevant partner organisations.

Generic Employee Behaviours

Our behaviours framework links to our values and identifies the core knowledge, skills, behaviours and attitudes we require from our people to deliver services.

Customer Focus

- Deliver a high standard of customer services
- Develop effective customer relationships
- Improve customer service to meet local needs and aspirations

Achieving Excellence

- Strive to be excellent
- Deliver increasing efficiency / effectiveness
- Use taxpayers' money wisely to deliver the highest quality services to the satisfaction of our customers

Our People

- Work collaboratively together as one team
- Invest in own performance and career and support colleagues
- Work creatively and responsibly