

JOB DESCRIPTION & PERSON SPECIFICATION

ROLE DETAILS

POST TITLE:	Customer Services Practitioner (Applications)
RESPONSIBLE TO:	Senior Project Manager - Applications
HOURS:	37.5 hours per week
TERM OF POST:	Approximately 12 months
SALARY:	£5.50 per hour

ABOUT CAUDWELL CHILDREN

Established in 2000, Caudwell Children is a national charity which works to transform the lives of disabled children and their families, enabling them to challenge the barriers they face throughout childhood by providing practical and emotional support.

The Charity is going through an exciting period of growth having recently opened a new state-of-the-art facility for multi-disciplinary therapy programmes for childhood disability and research of neurodevelopmental conditions, including autism, within the grounds of Keele University.

It provides a state-of-the-art base for the Charity's therapies and an environment where ground-breaking research can be undertaken, potentially changing the way some disabilities are treated, affecting millions of people around the world. This is a fantastic and exciting opportunity to join a dynamic and fast moving Charity at a time when it will attract national and international attention.

The services of Caudwell Children enrich the lives of our children and families through the delivery of high quality person centred care and support services that promote independence and achieve valued outcomes. We seek to create a safe, homely and supportive environment that enhances the lives of children with autism and associated conditions.

POST OUTLINE

This is a fixed term post supporting and developing the growth of Caudwell Children's Service Delivery Department in meeting the needs of the Applications Department targets and outcomes. This will involve supporting the processing of applications made by members of the public into the charity for services provided by the charity, along with contacting, liaising with and advising families about other services provided by the charity. The work will involve telephone contact with members of the public and other charities and uploading information onto the charity computer system.

DUTIES & RESPONSIBILITIES

Main Duties:

- Handling and processing incoming applications for specialist equipment and services and monitoring through each stage of the process.

- Inputting data and referrals onto our bespoke data system and Microsoft Excel ensuring accuracy at all times.
- Dealing with incoming email and telephone enquiries and responding as appropriate.
- Liaising with families on a day to day basis.
- Processing accepted and declined applications.
- Examining applications to assess eligibility.
- Signposting to other departments within the charity.
- Assist with completing funding applications to other charities.
- Conducting research to update signposting and information offers
- Attendance at volunteer team events and opportunities
- Promotion of service offers through various means
- Support / mentoring across the volunteer team

Other:

- Uphold the principles and practice of customer care and continuous improvement.
- At all times to afford service users, colleagues and stakeholders the dignity and respect to which they are entitled with full regard to the organisations Equality and Diversity Policy.
- Confidentiality and data protection regarding all personal information and Caudwell Children activities must be maintained at all times (both in and out of working hours) in accordance with professional codes of conduct and relevant legislation such as the General Data Protection Regulations 2018.
- Have an awareness of relevant health and safety regulations and legislation.
- Be responsible for your own health and safety and that of anyone else whom your acts and omissions may affect and maintain a professional and hygienic personal appearance at all times.
- Ensure maintenance and security of physical, financial and information resources, where applicable.
- Effectively maximise all resources available in the course of your duties, minimising waste and working within budgets.
- Adhere to all Caudwell Children policies and procedures.
- Demonstrate commitment to Caudwell Children's mission, vision and values.
- On occasion and when necessary work flexible hours to meet the needs of the business.
- Willingness to travel in order to meet the needs of the post.

This Job Description indicates only the main duties and responsibilities of the post and is not intended as an exhaustive list. The post holder may be asked to carry out other duties from time to time. The Charity reserves the right to amend this Job Description from time to time, according to business needs.

PERSON SPECIFICATION

Essential Criteria

- Ability to communicate effectively with service users, parents, staff and volunteers (including those with communication special needs).
- Enthusiastic and motivated.
- Compassionate and empathetic.
- Good attention to detail.
- Willing to learn.
- Computer literate with good ICT skills.

- Good telephone manner.
- Excellent interpersonal skills.
- Good written communications skills.

Desirable Criteria

- Experience of working in the Charity/Third Sector.
- Experience of working with volunteers.

DISCLOSURE & BARRING SERVICE CHECKS

The Charity is committed to safeguarding children and young people and therefore adopts a safer recruitment approach through a robust recruitment and selection process. All posts within the Charity are subject to DBS checks, in line with the Rehabilitation of Offenders Act (1974). This role is eligible for a Standard DBS check.