# Sight Loss Helpline Adviser and Head Office Administration Assistant

## Job Description

Reports to:Chief Executive Officer & Office Manager

Works with: Devon in Sight staff, volunteers, clients and partner organisations.

**Location:** Splatford Barton, Kennford, ExeterEX6 7XY

Hours of work: 9.00 – 17:00 (Flexible working hours available.)
 37 hours per week over a 5-day week

## Job Summary

**Devon in Sight** is a local charity providing FREE practical help & advice to people who are blind or partially sighted to help them live life to the full.

We are committed to providing accurate and impartial Information, Advice and Guidance to people who are blind or partially sighted, their family, friends and carers.

A key part of this role is to provide the day-to-day delivery of the Helpline service. Ensuring that high quality information and exceptional listening support is provided to our clients and those affected by sight loss contacting the service.

You will also provide administrative support to the Head Office Team.

As our **Sight Loss Helpline Adviser,** you will take a lead role in developing and providing our Information, Advice and Guidance Service which aims to improve access to a range of holistic advice and support services for people affected by sight loss across the county.

This post is Head Office-based, but there may be a requirement to travel around the county of Devon.

An enhanced Disclosure Barring Service (DBS) certificate will be required for this role.

This role can sometimes be challenging but highly rewarding.

## Main Duties

1. Respond to telephone and email enquiries through our Customer Helpline and website.
2. Triage incoming calls and referrals, registering client details on our CharityLog Database.
3. You will provide general information to people about eye conditions and the services available to them locally, regionally and nationally.
4. Develop and maintain our Information, Advice and Guidance Resources so they are accurate, up-to-date and formatted in an accessible way.
5. To help the charity achieve the nationally recognised accreditation of Helpline Standard (through our membership of the Helpline Partnership).
6. Send out ‘Welcome Packs’ and Information Resources where appropriate.
7. You will demonstrate a range of Low Vision Aids, Daily Living Equipment and Assistive technology solutions to help people who are blind or partially sighted to maintain their independence.
8. Handling a variety of office clerical and administrative tasks, such as filing, generating reports, researching information, setting up for meetings, and reordering office supplies.
9. Provide general administrative support to the Head Office Team as required.
10. Greeting clients and visitors as needed.
11. Take minutes at meetings when the Office Manager is unavailable.
12. Helping organise and maintain office common areas.
13. Performing general office duties and errands.
14. Be prepared to attend occasional community-based events.
15. To undertake such other tasks as may be delegated by the Chief
 Executive Officer.

This Job Description summarises the main duties and accountabilities of the post and is not comprehensive. The Sight Loss Helpline Adviser and Administration Assistant may be required to undertake other duties as appropriate.

## Health & Safety

To abide by the policies and procedures of Devon in Sight in relation to Health and Safety to ensure a safe working environment for volunteers, service users and the general public.

## General

1. Help the charity achieve a nationally recognised ‘Helpline Accreditation’.
2. Maintain relevant records of clients and volunteers, maintain statistics and preparing regular returns where appropriate.
3. Ensure that the Chief Executive Officer is informed in a timely manner of any issues affecting the operational management of the Information, Advice and Guidance Service.
4. To co-operate fully as a member of the staff team including attendance at staff meetings, training events and the Annual General Meeting.
5. To participate in regular individual supervision sessions and annual appraisals.
6. To demonstrate a commitment to equal opportunities.
7. To carry out such other duties as required that may reasonably fall within the scope of the post.
8. Observe Devon in Sight’s Policies and Procedures at all times.

## Benefits

1. A competitive salary with annual review.
2. 28 days annual leave (including statutory bank holidays) with three 3 extra days to be taken between Christmas and New Year.
3. A pension scheme that includes a 3% employer contribution.
4. A comprehensive Employee Assistance Program.

# Sight Loss Helpline Adviser and Head Office Administration Assistant

### Person specification

E = Essential Skill D = Desirable Skill

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| **Experience & Qualifications** |
| Educated to GCSE level English and Maths or equivalent. | E |
| A solution focused approach to problem solving. | E |
| Demonstrate a commitment to partnership working. | E |
| Experience of working on a Customer Helpline | D |
| Providing Information, Advice & Guidance. | D |
| Updating & maintaining Information Resources | D |
| Working with volunteers | D |
| Managing a diverse caseload and dealing with complex enquiries. | D |
| Experience of working with people with disabilities or minority groups. | D |
| Access to motor vehicle | E |

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| Knowledge & Understanding  |
| Understanding of the needs of people with sight loss. | D |
| A knowledge of local and national service provision for blind and partially sighted people. | D |
| Knowledge of disability issues. | D |
| Knowledge of the geography of the county. | D |

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| Skills and Abilities |
| Willingness to undertake training to develop new skills  | E |
| Ability to communicate effectively, including listening and empathising while remaining objective. | E |
| Communication and assessment skills. | E |
| Ability to respond imaginatively and flexibly to client needs and to solve problems. | E |
| Well organised with an appreciation of the importance of forward planning and working to deadlines. | E |
| Ability to develop and maintain appropriate and positive relationships with clients and outside agencies. | E |
| Ability to work on own initiative and liaise with Line Manager as and when required. | E |
| Competent and demonstrable ability in use of Microsoft Office software including Word, Excel and databases, or equivalent. | E |

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| Qualities and Competencies |
| Self-motivated. | E |
| Excellent communication and interpersonal skills combined with a non-judgmental and confidential approach. | E |
| The ability to remain calm and resilient. | E |
| Able to work on their own but also as part of a wider team with whom they are able to quickly build up trust and confidence. | E |
| Personal commitment to equal opportunities & anti-discriminatory practice. | E |
| Able to respond to callers and visitors in a way which is both professional and friendly manner at the same time – this includes spoken and written communication. | E |
| A commitment to empowerment. | E |
| A commitment to work with other organisations. | E |

## Terms and Conditions

1. The post is 37hours per week.
2. The post is a full-time contract.
3. The salary is £20,000 per annum payable monthly in arrears.
4. Annual Leave entitlement is 28 days per annum, including statutory bank holidays plus 3 extra days to be taken between Christmas and New Year. The leave year will commence on 1st of April and all leave entitlement must be taken within that twelve month period.
5. The post is Head Office based at Splatford Barton, Kennford, Exeter, EX6 7XY but there may be a requirement to travel around the county of Devon.
6. The post holder will need to undertake a Disclosure and Barring Service Check (DBS).