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**Job Description**

**Job Title** **Household Support Grant Administrator**

**Job Holder**

**Reports to**  Office Manager

**Job Purpose**

Working alongside existing Gateway staff and partner organisations, you will be responsible for making outbound calls to members of the public who wish to make an online application to the Household Support Fund. Working from a web-based waiting list, you will contact people in order and complete the online application over the phone, ensuring information entered is accurate. You will also deal with incoming queries from members of the public and partner organisations.

As well as supporting people to complete the application form over the phone, you will work within community settings at ‘surgeries’ in local venues to support partner organisations and specific community groups to access the fund. You will also work with Gateway staff and partners to support their staff, volunteers, and service users to complete applications and deal with enquiries.

There will also be a need for you to monitor the online waiting list (portal) and accurately record and update interactions and call attempts.

**Duties and Key Responsibilities**

* To act as point of contact for any incoming queries regarding the fund from partners or members of the public
* Gathering relevant information from applicants, usually via a telephone conversation and accurately transferring to online application form
* Recording of data on portal or spreadsheets to ensure any follow up required can be carried out
* Liaison with partner organisations and external referrers to gather information ensuring timely contact with households to process applications
* Work within community settings and provide face-to-face application processing
* Regular monitoring of Household Support fund portal to ensure applications are processed in a timely manner
* Dealing, at times with high volumes of enquiries
* Be able to support people who are experiencing hardship and are therefore sometimes frustrated, concerned or anxious,
* Escalating any queries or complaints to Line Manager in a timely manner
* Identification of any additional support needs of applicants and signposting as required
* Booking of interpreters if required to support accurate completion of applications
* Be prepared to work to daily targets
* Monitor and respond to social media queries regarding the Household Support Fund or escalating these where necessary to line manager

**General:**

* Form part of the wider Administration team that covers general enquiries
* Report to manager on workload, progress and results
* Able to prioritise own workload
* Participate in one to one, appraisal and learning activities
* At all times during employment ensure you and those you are responsible for comply with the provisions of the Data Protection Act 2018 and with any policy introduced by the Company to comply with the Act
* To undertake any other duties, as agreed with Line Manager, commensurate to the post.

**Health and Safety**

* Take reasonable care for the Health and Safety of yourself or other persons who may be affected by your act or omissions.
* Co-operate with the Company to comply with any Company safety rule and/or any duty or requirement imposed under legislation or relevant Codes of Practice.
* Maintain safe and clean conditions in your working area according to the Company’s housekeeping standards.
* Work in accordance with information and training provided.

**Equal Opportunities**

* It is the responsibility of each employee to abide by the Company’s Equal Opportunities Policy.

**Data Protection**

* At all times during employment, to comply with the provisions of the Data Protection Act 2018 and with any policy introduced by the Company to comply with the Act.

**Duties Explained:**

**Line Manager:** Signature ...................................... Date: ..............

Name ......................................

**Employee:** Signature ...................................... Date: ..............

Name .....................................

(Signed copy to be placed in personnel file)

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| **ATTRIBUTES** | **ESSENTIAL CRITERIA** | **DESIRABLE CRITERIA** | **HOW MEASURED** | **COMMENTS** |
| **Qualifications/**  **Training** | * Good standard of education including English and Mathematics * Willing to undergo necessary training | * Administrative Qualification to Level 2 or above | * Application Form * Certificates * Literacy Test |  |
| **Experience** | * Experience of providing high levels of customer service both face to face and over the phone * Able to accurately gather and input information * Producing correspondence to a high standard * Experience of working with a wide range of service users and partner organisations. | * Experience of using a data system | * Application Form * Interview |  |
| **Skills & Abilities** | * Excellent I.T. skills, specifically using Microsoft Office * Able to work within busy environment whilst ensuring high standards of work * Excellent communication skills * Ability to prioritise own workload | * Intermediate Microsoft Office | * Application Form * Interview * In Tray Exercise |  |
| **Personal Attributes** | * Excellent interpersonal skills, accepting that the nature of work will bring you into daily contact with people experiencing financial worries * Sets a high standard for work and shows drive, initiative and commitment in achieving these standards * Positive attitude, displays energy and enthusiasm |  | * Interview * References |  |
| **Special**  **Conditions** | * Commitment to personal development * Able to work flexibly including possible evening shift patterns * Willingness to travel across Birmingham and Solihull * Eligibility to work in the UK * Committed to Equal Opportunities |  | * Documents from List 1 or List 2 * References * Interview |  |
| **Other Comments** |  |  |  |  |