

ROLE DESCRIPTION

Role title	Somerset Lifeline Support Officer		
Service	Regulatory and Operations		
Reporting to			
Grade	14		
Evaluation ref	SCG1444	Job Family Ref	
Role purpose			
<p>The postholder will support the Somerset Lifeline team with general administration duties including raising purchase orders. Liaising with customers and staff to schedule installation appointments and managing the completion and accurate storage of contracts and other records.</p> <p>In undertaking their duties, they will ensure compliance with all relevant legislation, and policy frameworks including health and safety and safeguarding to ensure the organisation is kept safe.</p>			
Key results area	Accountability		
Corporate Responsibilities	<p>Understand, uphold, and promote the aims of the council's equality, diversity, and inclusion policies; health, safety and wellbeing of self and others; and Organisational values in everything you do. Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.</p>		
Operational Service Delivery	<p>Contact customers and/or members of their support network to arrange appointments for the installation of Lifeline equipment. This will be done primarily by phone, letter, or e-mail.</p> <p>Responsible for scheduling of Installation Officer appointments.</p> <p>Program Lifeline units and ensure they are ready for collection and installation.</p> <p>Maintain and update customer databases using Tunstall PNC, Microsoft Outlook, and Excel.</p> <p>Record outcomes of customer installations and provide reports regarding overall project progress.</p> <p>Maintain a record of stock levels and usage, replenishing stock via Microsoft Dynamics.</p>		



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Performance Framework	Identify improvements to system functionality and processes which will support and enhance the customer journey, sharing information and ideas with peers and the management team.
Project/Contract Management	This role is responsible for the day-to-day customer contact and administrative support that is required to deliver the Lifeline service.
Financial / Budget responsibility	There are no direct financial controls or budget responsibility, however postholders will be expected to be mindful of maximising efficiencies to minimise unnecessary cost, including coordinating appointments.
Stakeholder Engagement	<p>Provide support and reassurance to customers about the digital switchover and the Lifeline service, answering questions and obtaining initial information about the needs of customers.</p> <p>Work with team members to organise and manage workloads effectively, ensuring that all customer and performance standards and targets are achieved.</p> <p>Engage and develop professional relationships, providing advice and guidance to Adult Social Care, Health Authority, as well as to customers, general members of the public and businesses.</p> <p>Regular contact with the public, professionals, and colleagues from across the organisation, requiring postholders to share knowledge, seek solutions and offer support that ensures continuity of service, consistent standards, and customer satisfaction.</p> <p>Work with a range of partners and commercial customers to ensure effective service delivery.</p>
Team Management	Share knowledge with colleagues and temporary staff, being aware of development tools and guidance notes.
Regulation / Statutory compliance	<p>Undertake duties in accordance with policy and standards frameworks, including the TEC Services Association (TSA).</p> <p>Adhere to mandatory procedures and processes, ensuring that information is collected concisely throughout the duration of customer interactions.</p>
Qualification/Knowledge/Experience/Skills	
<u>Qualifications</u> Essential	

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GCSE Grade 4 and above, or equivalent in Maths and English.

Desirable

Evidence of work related continuing professional development.

Experience

Essential

Experience of working in operational services and delivering customer-led services to multi-channel customers.

Use of Microsoft Office applications, particularly Microsoft Excel, Outlook, and Teams.

Desirable

Previous experience of working in Technology Enabled Care services.

Knowledge

Desirable

Understanding of technology enabled care and related products that can be used to promote independence.

Skills

Essential

Understand customer service values, equality and diversity and customer inclusion in delivery. Organised, ability to motivate and empower others, strong team player as well as an ability to work on own initiative.

Skilled communicator, and good at building strong working relationships.

Ability to influence officers, members, and partners to the importance of customer service.

Dimensions of role

Somerset Lifeline is situated in 3 key locations across Somerset and has over 50 staff. The Service deals with over 500,000 contacts a year. Lifeline customers include private individuals and a range of Housing Providers.

Is a traded service and generates £2.5m income a year for the Authority.



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The Support Officer will work as part of a dedicated team which is focussed on delivery of this service.

The nature of our customers and the role Somerset Lifeline plays in helping to maintain their independence and safety requires that the postholder must demonstrate unconditional empathy and patience. Customers may have different vulnerabilities and challenging situations, which must be approached using appropriate emotional presence, resilience, and intelligence.

Notes

Competencies / attributes	Ability to adapt to changing and sometimes conflicting priorities. Achieves the competencies set out in the Somerset People attributes framework. Awareness of emergency business continuity arrangements and contributes towards disaster recovery response, including loss of primary systems.
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Working conditions:	The role is predominately office based, with home working in line with the service requirements. The postholder is expected to deal with challenging customers, including aggressive, abusive, or vulnerable. This post requires a criminal background check (DBS) via the disclosure procedure.
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Working arrangements:	This role will involve working within the core hours of 8am until 6pm.
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