

Job Description: Support Services Administrator



Our Mission

A quarter of a million people in Essex have some degree of hearing loss, nationally that amounts to one in six of the population. Hearing Help Essex (HHE) exists to alleviate the isolation and loneliness that hearing loss can bring by providing a range of services.

Our Achievements

Founded in Chelmsford in 1990, Hearing Help Essex initially formed to create a local drop-in session for people to receive practical help with their NHS Hearing Aids. As the years rolled on, more Volunteers were recruited, and more sessions were added. Fast-forward to 2022, we now have 55 Volunteers running up to 20 sessions each month, supporting around 4,000 individuals each year. In addition to this service, in 2017, Hearing Help Essex were awarded two grants from Essex County Council to provide an information, advice, and guidance service (IAG) combined with reducing isolation service. These projects have been hugely successful, supporting over 2,500 individuals each year. As these projects have grown and developed, a sister organisation was formed in July 2020, Essex Hearing Advice Services (EHAS), to deliver the IAG services in partnership with HHE. In 2019, the achievements of Hearing Help Essex were recognised by Queen Elizabeth the Second, and we were presented with The Queen's Award for Voluntary Service, the highest award for a voluntary group in the United Kingdom.

Our team and governance

Hearing Help Essex is led by a Board of five Trustees. Our Board draws on a wide range of expertise with experience of the charitable and private sectors.

We have 8 paid staff, 7 of whom are part-time: the Chief Executive, 1 Service Development Manager, 2 Service coordinators, 1 Finance administrator, 2 Outreach workers, and 1 office-based information and equipment specialist.

As demand for our services continue to grow, we are now looking for an additional office-based member of staff who will cover our helpline and service user's bookings line Monday to Friday, 9am – 3pm.

About the role

Job Title: Support Services Administrator

Role Purpose

- Be the first port of call to anyone calling the charity helpline.
- Register service users and book them appointments using our cloud-based service.
- Deliver our Information, Advice, and Guidance service over the telephone, by text message, email, and live webchat.
- Update service user records.

Salary: £14,585 actual salary (£19,624 FTE)

Hours: Part-time (27.5 Hours per week)

Location: Office based in Central Chelmsford, although some home-working will be considered, and there will be times when travel across the County is required.

Contract: 12 month fixed term contract with potential extension.

To Apply: Send a CV with a covering letter no longer than 3 sides of A4 to: sophie.ede@hearinghelpessex.org.uk

Deadline for applications is Monday 31st January 2022. All applications will be acknowledged. Interviews will be held in February.

Job Description

- Register service users and book them appointments by telephone, email, text message and live webchat.
- Provide information, advice, and guidance to those with hearing loss, their families, and carers by telephone, email, text message, and live webchat.
- Be aware of assistive equipment and benefits available to the hearing aid wearer and hard of hearing people.
- Organise home visits for Outreach team.
- Be aware of services provided by partner organisations that may support those with more complex needs.
- Upload feedback from service users to our cloud based system, and write three example case studies each month.
- Ensure that any follow up actions to calls are taken.
- Support with general administrative tasks as appropriate
- You may occasionally be asked to represent the charity at information events where potential service users may be present.

We are looking for the right person, not the right list of qualifications! The right candidate for this role will be patient, kind, and an excellent communicator. We know a caring, sensitive and non judgemental response can make a real difference to someone seeking our support. Don't worry if you don't have previous experience working with people with hearing loss as Hearing Help Essex will provide full training and support. You need to be able to work responsively as part of a small team. No two days are the same, and on some quieter days you may be asked to support other administrative tasks.

The Helpline is open Monday to Friday 9am – 3pm. This role is subject to a 6 month probationary period. The post is based at our office in central Chelmsford. Successful applicants will be required to work both from our office and from home as and when required.

About you

- You will have the ability to communicate clearly, with high levels of emotional intelligence, both verbally and in writing.
- You will be self-motivated and have the ability to work independently in an occasionally pressured environment.
- You will have experience of delivering a service to members of the public and experience of working in an advice setting would be an advantage.
- You will have the emotional resilience to be able to deal effectively with clients who are distressed, experiencing depression, or complex health challenges.
- You will have an aptitude to deal with unexpected issues when they might arise.
- You will be proficient in the use of a range of IT tools, including Microsoft Office applications. Good typing skills are essential.
- You will be willing to commit to our mission and values.
- You will be able to commit to working Monday – Friday 9am – 3pm.

We believe that Safeguarding is everyone's business. Hearing Help Essex is committed to protecting the health, wellbeing and human rights of those we support, and enabling them to live free from harm, abuse and neglect. All our staff will be expected to observe professional standards of behaviour and conduct their work in line with our Safeguarding Policies.

Full training will be provided, and you will receive ongoing support and supervision from a friendly and experienced team.