# Job Description – Bureau Triage Assistant

**Key responsibilities**

* To attend to clients on the phone and in person, using sensitive listening and questioning skills.
* To explore clients’ circumstances, support needs and access channel preferences considering language barriers, accessibility needs, and issues around digital access and ability.
* To provide a triage service.
* To co-ordinate and organise appointment using an electronic appointment calendar.
* Refer to manager for help with emergencies.
* To liaise where appropriate with bureau staff and other relevant agencies.
* To record, update and maintain information on a case management system for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation
* To adhere to company principles and to ensure that all work meets quality standards and the requirements of the funders
* Contribute to overall efficiency and quality of processes and procedures
* Provide information for project reports
* Help to co-ordinate, promote and be involved in all social policy activities in the bureau.
* Carry out other duties as specified by the Manager and required by the needs of the post.
* Promoting the service through social media
* Provide administration support to ensure the smooth running of the bureau
* Present a positive image of the Bureau at all times.
* Form effective working relations and networking with other organisations and stakeholders ensuring collaborative approach in service delivery.
* Assist and identify personal strengths and weaknesses as well as identifying personal training needs
* Attend in-house and external training courses as appropriate
* Attend team and staff meeting as required.

The above job description is not exhaustive and is clarified to include broad duties inherent in the post as reasonably requested by bureau management.

# Person Specification

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| **Knowledge and**  **understanding** | * Proven experience to provide administration support and to maintain office systems * Proven customer service skills * Proven experience of telephone/reception work * Minimum 3 years’ experience working within an office environment would be desirable |
| **Communication,**  **numeracy and IT skills** | * Ability to communicate effectively, both written and verbally, including by telephone * Good interpersonal skills in a customer facing role * Able to empathise with clients while ensuring required action is advised, including directing clients to other sources of advice or support * Ability to write clearly and accurately, including drafting routine correspondence and taking notes of meetings * Commitment to team working approach * High level of numeracy and literacy, with an ability to capture and collate statistical information for analysis * Demonstrate a competent knowledge of Microsoft applications and an ability to learn and use a range of other software on a daily basis * Demonstrate a competent knowledge of social media packages |
| **Generic cognitive skills, such as evaluation or analysis** | * Ability to identify and resolve problems quickly and efficiently * Good time management skills * Good interview and diagnostic skills * Ability to use initiative |
| **Autonomy and accountability** | * Ability to work on own initiative, prioritise work and handle pressure * Dependable, reliable, trustworthy and approachable * Able to work flexible hours as required by the service and the needs of the clients and the bureau * Possess and organised approach to all areas of work, including recording and filing of work, while being cognisant of the need for discretion and security of information |
| **Practice; applied knowledge, skills and understanding** | * Flexible approach to tasks and a positive attitude * Able to work within required statutory standards * Support the principal of volunteering * Clear understanding of the excellence in service delivery * Willingness to learn and develop new skills * Understanding of the issues that affect clients and how it affects individuals and their families * Knowledge of health and safety legislation |
| **Values and attitudes** | * An understanding and commitment to the aims and principles of the CAB service and to the policies and procedures of Bureau. |