

Job Title: Supporter Care Advisor

DIRECTORATE:	Operations
SECTION:	Customer Care Centre
REPORTING TO:	Supporter Care Assistant Team Leader
CONTRACT:	Full time - 35hrs per week – Monday to Friday 9am –6pm.



WORKING RELATIONSHIPS:

Inside Diabetes UK
The role will require you to work closely with various teams in the organisation, as well as our volunteers.
Outside Diabetes UK
<ul style="list-style-type: none"> • Supporters • Healthcare professionals • Other external stakeholders

OVERALL PURPOSE OF THE JOB

As the first point of contact for supporters and members of the general public, the Supporter Care Advisor's role is to put the supporter at the heart of every engagement by delivering excellent customer service and effectively responding to queries, predominantly by phone but also email, letter, social media and web chat on all aspects of our work.

MAIN DUTIES AND RESPONSIBILITIES:

- Effectively respond to all enquiries, requests for information and complaints received into the Supporter Care team via (phone, email, web chat and social media) taking ownership of these enquiries, resolving in the first point of contact where appropriate or triaging if needed
- Work within established procedures to resolve supporter enquiries
- Maintain electronic and written communications within the organisational database to ensure customer records are kept up to date and information is available for management reports
- Work to meet Service Level Agreement (SLA) deadlines and chase resolutions to enquiries when required
- Provide a comprehensive information service to the public, advising on support services available for people living with diabetes
- Keep an up-to-date knowledge of the full range of services, products, campaigns and activities across Diabetes UK and accurately reflect this within customer interactions. Apply expert knowledge of specific areas of the work of the charity.
- Promote and follow the Diabetes UK complaints policy by taking ownership of complaints received by the organisation, and resolving to agreed standards
- To participate in the training and support of new Supporter Care Advisors to ensure high level of up to date knowledge is maintained
- Accurately capture and process feedback and make recommendations to Supporter Care Team Leader to improve service delivery.
- Conduct ad-hoc telemarketing calls to acquire new supporters as requested by Supporter Care Team Leader
- Thanking supporters for their generous donations by creating bespoke acknowledgements within agreed time frames
- The above details the core duties of the post however a flexible approach is essential

Following additional training

Provide front line Advocacy support, as part of the Supporter Care Advisor role. These duties will include:

- Manage enquires which are triaged through to the Advocacy service via telephone and email, letter and social media
- Handle enquiries as a 'one-off' enquiry and identify immediate next steps for client's who contact the service
- Provide effective signposting where appropriate
- Identify potential cases and triage for casework support
- Input enquiry details on the Case Management System and close once enquiry has been dealt with

Under the Safeguarding Vulnerable Groups Act 2006, as amended in particular by the Protection of Freedoms Act 2012 this post is subject to pre-employment criminal records checks through the Disclosure and Barring Scheme (DBS), Disclosure Scotland, Access NI.

PERSON SPECIFICATION:

The best person for this job will be able to:

- Communicate complex and detailed information accurately
- Demonstrate excellent customer services skills (oral and written) with the ability and confidence to handle potentially sensitive or difficult situations. Understanding and demonstration of the need for complete confidentiality and respect in all contacts
- Demonstrate excellent co-ordination, time management and prioritisation skills
- Recognise the importance of contact with supporters and the impact communication with them may have on their relationship with Diabetes UK
- Proactively recruit and retain supporters through inbound and outbound activity
- Encourage and gather customer feedback and recognise the importance of this for providing management information on our progress towards achieving operational excellence

The best person for this job will have experience in:

- Working within a customer service environment, to include call handling experience
- Using a relational database to accurately capture and look up data. An understanding of data management principles and an appreciation of the importance of an accurate and up-to-date database for the organisation
- Using Microsoft Word, Excel and Outlook
- Data Protection Legislation
- Gift Aid Scheme

The best person for this job will be:

- Educated to GCSE grade A-C standard or equivalent
- Possessing a Vocational qualification in Office Administration or Customer Service
- A positive individual with a can do attitude
- A strong team player