



## **Job Description and Personnel Specification**

# **Appointments Line Call Handler**

**Full Time**

**Permanent**

## Employees of Action Cancer must support its Mission, Values and Behaviours:



### Values and Behaviours:

Our strengths are that we are a Values driven charity with people being at the very centre of everything we do. Our services are proven to make a difference, we are a Northern Ireland charity run and controlled by local people, raising money, spending money, and supporting people only here in Northern Ireland.

We have three stated Values which are supported by seven expected behaviours.

**Value 1: Putting People First** - People are at the centre of everything we do.

**Value 2: Making a Difference** - Having a positive impact on everything we do.

**Value 3: Being Accountable** – With integrity being clear, open and honest about everything we do.

Our Values are supported by seven **Behaviours**. We Will...

1. Treat everyone with respect, care, dignity and consideration.
2. Listen, hear and respond positively to what people say.
3. Work together supporting, adding value, learning from and sharing with others.
4. Embrace and develop new ideas, and ways of working.
5. Nurture, support, develop, and equip our people to reach their full potential.
6. learn from the past, build upon and celebrate our success.
7. Welcome scrutiny and examination, taking ownership and responsibility for our actions.



**Title of Post:** Appointments Line Call Handler

**Accountable to:** Services Administration Manager

**Location:** Action Cancer House

**Hours:** 35 hours per week (9.00 am – 5.00pm) Monday - Friday

**Salary:** NJC Pay Scales 2 to 4 (£17,711 to £18,426)

In addition to a competitive salary, Action Cancer offer the Total Reward Package – see Page 7 - which focuses on what our staff value, and includes a flexible mix of rewards designed to meet staff needs, their lifestyle, and their stage in life, including a time-off-in-lieu accrual system, training, flexible family-friendly working arrangements, pension contributions, and excellent professional development opportunities.

Action Cancer is a local Northern Ireland charity - all our money is raised to provide services for local communities. Our dedicated team of staff and volunteers work across the whole of Northern Ireland helping to save lives and support people affected by cancer. To operate our services, we must raise circa £4 million every year.

We provide early detection and health promotion services, and counselling and support services for cancer patients and their families, thereby making a real difference to people who are affected by or living with cancer.

Action Cancer staff - a mix of highly skilled professionals - are the most valuable asset to our charity. We offer a wide variety of training and development opportunities, and family friendly initiatives to enhance work-life balance, and to value and support individuals and family life. In recognition of this we were Winners of the 2019 Workplace Wellbeing Award at the Irish News Workplace & Employment Awards, and were also awarded Employer of the Year 2018 - Business Eye and First Trust Awards, Best Learning and Development Organisation in Ireland - Not for Profit Sector, and were winners of The Irish News 'Best Place to Work' Award, Employers for Childcare "Childcare Works Award" and Employers for Childcare Family Friendly Employer Award - Social Enterprise/Charity of the Year.

We are also very proud to have achieved Investors in People Gold Champion status, Investors in People Health & Wellbeing Good Practice accreditation, and Investors in Volunteers accreditation. These awards are testament to our continued commitment to "have highly valued, trained, enthusiastic, focused and committed people who work together and engage with others to make a positive impact on our community".



## **Appointments Line Call Handler – Job Description**

### **Overall Responsibility**

Working within the Service Administration team, the Appointments Line Call Handler is responsible for the provision of high-quality call handling in the appointment of clients for Action Cancer's Services, in Action Cancer House, on board the Big Bus and Regionally.

### **Main Duties**

- Receive all calls via the Action Cancer Appointments Line;
  - Book service appointments for clients as required.
  - Cancel and or reschedule appointments, for all services, as required, within an agreed timeframe.
  - Follow protocols ensuring all relevant information is processed accordingly re the updating and maintenance of Therapeutic Services waiting lists.
- Ensure the accurate capture and processing of all relevant data and information and its input into the Action Cancer Client Information Data Management System.
- Accurately record and maintain a log of all answered calls, highlighting requests / areas of demand for service provision to Services Administration Manager.
- Review daily the log of unanswered calls and make return call(s) to process any queries / bookings within an agreed timeframe.
- As first point of contact provide "resolution" of general booking enquiries from callers. Background information on Action Cancer, key messages on screening, health checks, therapeutic supports etc.
- Respond to enquiries for information or advice from "distressed" clients in accordance with agreed protocols and procedures. (Protocols, Advice Scripts and procedures etc will be provided, such calls will be directed to relevant Action Cancer Staff).
- Calm and diffuse client frustration / conflict and expectations around service delivery seeking support of line manager where necessary.
- Report weekly to the Services Administration Manager on calls answered, unanswered, resolved, performance and any issues encountered.
- Signpost organisational bookings / enquiries for schools, workplace, community, Big Bus to the Services Administration Team.
- Provide as requested any other supports and reports in relation to Call Handling Management required by and agreed by the Services Administration Manager.
- In relation to Call Handling Management assist in evaluations and audits of the service when appropriate.

### **General Duties**

- To provide information on Action Cancer services.
- To maintain close working and effective communication with other departments within Action Cancer.
- To undertake any training deemed relevant to the post.
- At all times to respect the confidentiality and dignity of our patients and clients adhering to Action Cancer's Data Protection Policy.
- Within the Call Handling team provide cover during periods of sickness/absence.
- Provide cover on Action Cancer Reception as and when required.

### **Health and Safety**

- Undertake all duties in accordance with Action Cancer policies to ensure that all Health and Safety requirements are met, including the Health and Safety at Work Order 1978 and Control of Substances Hazardous to Health regulations.
- Compliance with client confidentiality requirements & all aspects of GDPR.
- Participate in the investigation and prevention of accidents and incidents.

### **Corporate responsibilities**

- Ensure that Action Cancer's policies, procedures and corporate high standards are adhered to at all times.
- Contribute to the ongoing promotion of Action Cancer's positive profile and image.

**Additional duties**

- Undertake any other duties that might be reasonably be required by the Services Administration Manager and Head of Professional Services.

This job description will be subject to review in the light of changing circumstances and is not intended to be rigid and definitive, but should be regarded as providing guidelines within which the individual works. Other duties of a similar nature and appropriate to the grade may be assigned from time to time. It is important to note that the responsibilities of the post may change to meet the evolving needs of the services that the charity provides.

**General Responsibilities**

Members of staff are expected at all times to provide the appropriate service and to treat those with whom they come into contact with in a courteous and respectful manner.

All staff must comply with Action Cancer's No Smoking Policy on Action Cancer Premises and also while on duty for the charity.

All duties are carried out in compliance with Action Cancer's Health and Safety Policy and Statutory requirements.

Action Cancer is an Equal Opportunities Employer. You are required to adhere to Action Cancer's Equal Opportunities Policy throughout the course of employment.

All staff must comply with Action Cancer GDPR Policy and Procedures.

To ensure the ongoing confidence of the public in the staff of Action Cancer, staff must ensure they maintain the high standards of personal accountability.

## PERSONNEL SPECIFICATION

### Essential Requirements

1. A minimum of one year's experience of working in a customer support role, providing clerical, administrative and call handling support.
2. 5 GCSE'S including English grade C or above (or equivalent).
3. IT literate with a high level of experience of data input and competence with ICT including all Microsoft Office packages, in particular Excel and Microsoft Word.
4. A positive attitude, with specific examples of ability to demonstrate strong customer care and interpersonal skills, including experience of managing sensitive situations.
5. Strong phone and verbal communication skills along with active listening skills.
6. Customer focus and adaptability to different personality types.
7. Ability to multi-task, set priorities and manage time effectively.
8. Excellent organisational skills
9. Excellent communication and interpersonal skills
10. Flexible and available to work hours to meet the needs of the role.

### Desirable

1. A minimum of three years' experience in a customer support role, providing clerical, administrative and call handling support.
2. OCR (RSA) II Word Processing or ECDL Certificate or equivalent.
3. 3 years experience of providing administrative support within cancer services or the voluntary sector.
4. 3 years experience of working within a healthcare environment (e.g. hospital, health centre, etc)

### Terms and Conditions of Employment

- All offers of employment are subject to receipt of 2 satisfactory references from referees who can comment on your work ability. One referee should be your current or most recent employer, and one from a previous employer.
- Successful applicants must evidence their right to work in the UK (under the Asylum and Immigration Act). This will be evidenced in the first instance by a passport or other forms of ID that will be outlined if no passport is available.
- 6 months' probationary period
- Evidence of relevant qualifications
- All potential employees may be asked to attend a pre-employment medical

**Action Cancer is an Equal Opportunities employer, and are proud to have achieved Investors in Volunteers accreditation.**

## Appendix 1 : Action Cancer Total Reward Statement

### TRAINING AND DEVELOPMENT

- Organisation Wide Training Budget
- Paid Tailored Training and Development Support
- Comprehensive In-House Training Courses and External Development Opportunities linked to Role, Strategic Plan, Individual Requests, and Competencies
- Comprehensive Induction Programme
- One to One Coaching & Mentoring
- Personal Job Plans, Development Plans, and Ongoing Supervision
- Continued Professional Development Support
- Structured Interim and Annual Performance Reviews
- Regular Teambuilding and Staff Away Days
- Cross Departmental Working Opportunities
- Overseas Challenge Opportunities

### WORK LIFE BALANCE

- Standard 35 hour working week
- Staggered start times
- Up to 25 days annual leave and 11 annual statutory days
- Flexible working (home working, compressed and reduced working hours)
- Fixed Christmas closure
- Time Off In Lieu (TOIL) in compensation of additional hours worked
- Career breaks
- Discretionary leave
- Family Friendly Policies
- People Friendly Policies
- Christmas Family Party

### SOCIAL, PHYSICAL AND MENTAL HEALTH WELLBEING

- Therapeutic Supports - Counselling, Complementary Therapy, Acupuncture
- External Staff Care and Support Services
- External Occupational Health Service
- Health Checks, Screening and Flu Vaccinations
- Regular Staff Health and Wellbeing Surveys
- WPA - NHS Cash Back Plan
- Financial Workshops
- Mediation Services
- Subsidised Christmas Departmental Celebrations
- Staff Pool Car

### FINANCIAL REWARD AND RECOGNITION

- Agenda for Change pay structure
- Annual Increments to Top of Scale and Cost of Living Increase
- Enhanced Sick, Maternity, Paternity and Adoption Pay
- 6% Contributory Pension Scheme
- Work Related Professional Membership Fees Paid
- Salary Sacrifice for Pension, Childcare, Bus Travel, and Bike to Work Schemes
- Celebration of Individual and Team Success
- Mileage Allowance at the Prevailing HMRC Rate
- Clear Policies and Procedures
- Additional Day Paid Leave at Christmas
- Free Parking