

Job Description

**Job Title:**  Community Helpdesk Coordinator

**Responsible to:** Deputy CEO

**Strategic relationships:** Residents, people with lived experience and their carers, Voluntary, Community & Social Enterprise organisations, Health and Social Care partners, HIVE and HDRC staff.

**Hours of work:** Full time 37 hours a week or Part time 18.5 hours (on consecutive days only)

**Purpose of the Post:** To support the development and delivery of community helpdesks in Paulsgrove and Portsea initially and then in other areas across the city as required. To work with the local community to understand need and work with residents, HIVE, the VCSE, NHS and Local Authority to co-produce the ongoing offer around the helpdesks.

**Salary:** £25,000 or pro rata for part time - 1 Year Fixed Term contract initially

# This post is subject to a satisfactory DBS check at basic level.

**Duties and responsibilities**

# Helpdesk Advisor

* + To be the first point of contact and advice on the HIVE Community Helpdesk(s) for individual members of the public and specialists (via agreed referral routes), via the phone, face to face and, via email and social media.
  + To use the information, training and your own skills to help individuals receive the support that is right for them and help individuals to resolve issues themselves.
  + To record all contacts through the helpdesk on the CRM system.
  + To follow appropriate safeguarding protocols and processes as required, reporting issues or concerns promptly

# Community engagement

* + To use Asset Based Community Development (ABCD) principles to develop relationships with local residents and co-produce an extended offer around the helpdesks.
  + To provide support with community engagement activities, events or projects as required.
  + To establish and maintain communication with residents who become involved with co-production, developing and managing various methods for maintaining regular updates and involvement.
  + To collate data and report on community engagement, including recording contacts, relationship management and any outputs and outcomes.
  + To act as first point of contact for defined communities, localities or organisations engaged in the co-production of the helpdesk offer.
  + To work alongside HDRC and other HIVE staff members supporting the development of community helpdesks and sharing insight, feedback and research which will contribute to the strategic development of helpdesks in various localities.

# Community volunteer support

* + To build relationships and identify potential Community Volunteers for the helpdesks, advising, supporting and training as appropriate.
  + To support and train community volunteers manning the community helpdesks.
  + To coordinate cover for the helpdesks as required.

# General

# To work with the wider HIVE team members ensuring positive relationships, communication and support to develop linked projects.

# To attend key HIVE events and functions as required and carry out any other tasks and duties that may be assigned by HIVE Portsmouth.

# To comply with all HIVE’s policies, procedures and governing documents.

# To maintain all systems in line with the General Data Protection Regulation (GDPR) and all relevant data protection legislation.

# To complete appropriate risk assessments for activities and events as required.

# To portray a positive image, both internally and externally of HIVE Portsmouth by displaying high standards of service, integrity, punctuality, politeness and professionalism.



**Person Specification:**

**You will need:**

**Essential**

* A passion for quality customer service and delivery that is clear and accurate and an understanding of what good customer service means.
* Customer service experience: you will need to have experience of and be confident meeting customers face-to-face, speaking with them on the phone and conversing with them via email, with additional experience of successfully engaging with difficult and challenging situations and people.
* An excellent standard of spoken and written English.
* A flexible approach not just about when you work but also what tasks within the role you undertake with the ability and willingness to work under pressure: dealing with steady and consistent flow of enquiries while treating each customer as if they were your first.
* An ability to really listen to what is being said, show empathy and not make assumptions or judgements.
* A commitment to teamwork, with the understanding of what being part of a team really means and how that affects customer service, with the ability to build effective relationships with and be supportive at all times.

**Desirable**

* Experience/knowledge of GDPR/Information Governance.
* The foresight to think 'outside the box' the ability to use your initiative when the answer/resolution isn’t immediately obvious.
* A high level of customer service focus with the ability to remain realistic when setting expectations.
* The ability to be innovative, realise when something is not working and be confident to escalate issues to management.
* Asset Based Community Development training.

HIVE Portsmouth brings people together to build a happier, healthier and more connected city.

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