



TIMEtogether

connecting people

Document: **JOB DESCRIPTION**

Job Title: **Helpline Assistant**

Page Title: **JOB OVERVIEW**

Payment: National Living Wage^① plus 0% to 3%

Hours: 5 hours per day

Hours Type: 09:30 to 15:00, Monday to Friday

Responsible to: Chief Officer

Responsible for: Coordination of helpline service, following up calls/bookings, front-line contact

Accountable to: Chief Officer and Trustees of Charity

Location: Kirkburton, with ability to work at home occasionally

Contact with: Service users/customers, DDC volunteers, DDC management, DDC trustees, DDC workers, public, funders, community leaders

Holiday: Basic allowance: 4.4 weeks
Bank Holiday: 1.6 weeks
Christmas allowance: 0.6 weeks
Equivalent to: **6.6 weeks** (applied to contracted hours)

Bank Holiday: Bank holidays are included in the Holiday entitlement (above) and not paid or taken in addition

Pension: 5% plus, auto enrolment for eligible staff

Other Benefits: Sick pay, travel expenses

Contract Type: Permanent

Contract Period: 52 weeks and ongoing

^① National Living Wage refers to the Minimum Wage for 21 years and over, set by government

TIMEtogether

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Registered in England, limited by guarantee





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Page Title: **DUTIES & RESPONSIBILITIES**

<p>Legal</p> <ul style="list-style-type: none"> To be responsible for own and other persons health and safety, reporting all hazards to the Chief Officer as soon as possible To ensure customer, volunteer, visitor safety in any site To be proactively involved with improving and maintaining due diligent health and safety standards with own and adjacent projects in the Denby Dale Centre programme. To contribute to the preparation of regular reports by the Chief Officer for the Management Committee and other relevant bodies To immediately report, record and give statement to any incident however minor to the Chief Officer
<p>Training</p> <ul style="list-style-type: none"> To undertake training and be familiar with safety equipment and safety procedures To undertake training as and where necessary, and to uphold trained standards To be prepared to undertake relevant training as agreed with the chief Officer or Training Manager To ensure all approved training is kept up to date as appropriate for the role
<p>Behaviour & Ability</p> <ul style="list-style-type: none"> To promote the reputation and professional nature of Time Together and all other aspects of the Denby Dale Centre, including the charity Values and own honesty and integrity To be able to work in isolation as a lone worker if necessary To communicate professionally with a clear telephone manner to public, members and volunteers To liaise with others to signpost to other professional and voluntary agencies, and services offered by The Denby Dale Centre, as appropriate To complete paperwork and administration as required To meet regularly with the Chief Officer and to review progress and plan future activities/development To substitute for any team absence where necessary To represent the DDC and Time Together appropriately when dealing with others and whilst driving To support & encourage volunteers with day to day tasks and including training To be able to work from home/remotely should the office space be compromised
<p>Duties</p> <ul style="list-style-type: none"> To work in the Head Office team to coordinate telephone enquiries and bookings with relevant people To achieve office standards and to maximise operational efficiency, including digital paperwork To ensure key and asset management procedures are maintained to minimise any losses to the charity To complete payments made by customers/members electronically and remotely To maintain digital records using Google, Survey Monkey, Wix, MS Office, Quickbooks, emails and others To travel to meetings or connect digitally where appropriate To promote and support the work of the volunteers of the Denby Dale Centre To have awareness of charity activities in order to refer people to appropriate group or session To undertake such other duties at an appropriate and reasonable level of responsibility as may from time to time be attached to the post



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Page Title: **PERSON SPECIFICATION**

	Essential for Role	Method of Evidence	Desirable for Role	Method of Evidence
Academic	• English and Maths GCSE or equivalent experience	A I C	• Manual Handling Certificate	A I C
	• Willingness to undertake further training	A I	• First Aid Certificate	A I C
			• Driving licence with 3 points or less and access to car	A I C
Experience	• Working with vulnerable people	A I	• Record keeping & maintaining systems	A I
	• Working as part of a team	A I	• Risk assessments	A I
	• Communicate effectively especially in call handling role	A I	• Coping under pressure and manage time to meet deadlines	A I
	• Maintaining H&S standards	A I	• Working or volunteering in Third Sector	A I
	• Maintaining Office & Customer Service Standards	A I P	• Experience of using email and general office computer	A I
	• Prioritisation of incoming tasks, and appreciate urgent vs important	A I		
Behaviour	• Patience to work with people in need	A I	• Undertaking further reasonable requests beyond the role	A I
	• Non-judgmental approach	A I	• Customer/client focus	A
	• Interpersonal co-operation	A I	• Integrity, sensitivity and understanding	A I
	• Able to work on own initiative & maintain enthusiasm	A I	• Managing diversity, equity & equality	A I
	• Maintain the 7 charity values	A I P		
	• Managing positive relationships	A I		

Evidence Key for Selection Purpose:

A	Application	I	Interview
C	Certificates	P	Practical