

Job Description

Job Title: Salvere Adviser

Salary: £20,000 - £23,500 + home working allowance

Hours: Full & part-time hours

Job purpose:

- To co-ordinate the incoming communication that comes into Salvere from across all areas of the service.
- To take a lead role in resolving customer calls to a high standard of customer satisfaction.
- To develop and grow knowledge that will enable you to respond directly on inquiries from employers of personal assistants - in matters relating to all service offers eg - to Employer support, recruitment, care provision.
- To manage a fluid caseload of customers who require quick touch support and solutions relating to our service offers.
- To source information that enables you to respond to financial issues and queries.
- To work as part of a team to provide support to out of hours emergency call service from home. This will be a maximum of 1 week in 4.
- Effective management, allocation and coordination of all communication into Salvere. To ensure queries that need escalating are responded to by the appropriate person.
- To maintain appropriate case notes on communication with customers.
- Compliments and complaints - aim to resolve issues satisfactorily prior to becoming a complaint.
- To be responsible for developing and maintaining a rotating rota that provides appropriate Helpdesk capacity to achieve excellent response results.

Person Specification

Core competencies	Essential - E Desirable - D
Knowledge	<ul style="list-style-type: none"> • Awareness of Direct Payments/personal budgets - D • Knowledge of how to be a good employer/employment law - D • Experience of recruitment processes - D • Customer service and excellent telephone manner - E • Needs of vulnerable people - E • Data protection & Confidentiality - E • Handling customer issues and complaints - D
Skills	<ul style="list-style-type: none"> • Ability to remain calm, proactive, and professional -E • Excellent organisational skills and coordination skills - E • Ability to prioritise work according to need and urgency - E • IT skills - E
Behaviours	<ul style="list-style-type: none"> • Commitment to teamwork. - E • Resourceful and proactive, able to solve problems as they arise - E • Able to work on own initiative, making decisions when appropriate - E • Able to work flexibly to meet the needs of the service - E • Can do attitude - E

“Support solutions you control”



This list is not exhaustive and may evolve, change and develop as appropriate within the role to meet the needs of the service.

“Support solutions you control”