**Job Description**

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| **Project:** | **Building a Better Future** |
| **Post:** | **Information Support Assistant / Receptionist** |

**Job Purpose**:

To be the first point of contact for beneficiaries, providing appropriate advice and first level of support prior to assigning a Caseworker. Managing all methods of contact.

**Principal Responsibilities and Activities**:

* To be the first point of contact
* To assess initial needs and determine first steps
* To complete forms as necessary
* To work with other agencies as applicable and ensure that the beneficiaries needs are met by the right organisation
* To manage all reception services and appointment booking system
* To maintain a knowledge of issues and concerns that people with a disability may have and have access to services and benefits.
* To contribute to and monitor DAP’s Social Media output
* To work to DAP’s corporate standards and uphold the mission statement
* To operate within Data Protection Legislation ensuring confidentiality at all times

Salary: Actual £9,180 for 19.5hrs per week. Post funded until 31st January 2023

Closing Date: 31.07.21

Interview Date: TBC

If you are interested in learning more of these posts, please contact Pauline, Jayne or Elinor on 01633 485865.

**General**

**Values**

We work within a culture and environment that reflects the following values – Approachable, Integrity, Clear, Bold, Excellent

All employees are expected to demonstrate and reflect these values in their day to day activities.

**Health and Safety Requirements**

All employees have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable DAP to meet its own legal duties and to report any hazardous situations or defective equipment.

**Equal Opportunities**

We are committed to providing equal opportunities in employment and to avoiding unlawful discrimination in employment for all roles and full support will be provided.

**Safeguarding**

We take the Safeguarding and protecting of children, young people or adults at risk is a core responsibility of all employees. Any concerns should be reported to the Safeguarding Lead.

**Confidentiality**

Ensure that complete confidentiality is maintained at all times. All information relating to clients, participants, associates, staff etc. is processed in accordance with the Data Protection Act 2018.

**Flexibility**

In addition to the duties and responsibilities outlined, you must be prepared to undertake such additional duties which may result from changing circumstances, however which may not necessarily change the character or level of responsibility of the post.

**Pensions**

DAP provides a workplace pension in line with statutory duty. We use NEST the pension provider set up by the government. Staff will be automatically enrolled or given the option to be enrolled dependent on their earnings.

**Annual Leave**

All roles are entitled to the equivalent of 4 weeks annual leave plus 8 days statutory holidays and company leave during office closure over Christmas and New Year.

**Person Specification**

**Information Support Assistant / Receptionist**

The following attributes represent the range of skills, abilities, knowledge and experiences relevant to this position. Applicants are expected to meet the attributes that have been identified as essential and will be shortlisted on the extent to which they meet these.

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| Attributes | Requirements | Essential(E)  Desirable(D) | Method of Evaluation/Testing |
| Knowledge and experience | Experience in reception duties and delivering appropriate advice and guidance within a Welfare rights setting  Experience in general advice and guidance  Knowledge of the current Welfare Benefit System  Experience of multi-agency working  Experience of working in the third sector | (E)  (E)  (E)  (D)  (D) | Interview, application form, reference and selection process |
| Skills & Personal Qualities | Literacy and numeracy skills with attention to detail  Excellent IT skills using a variety of packages such as Excel and Word  Organised, accurate and methodical with an ability to prioritise workload, work to tight deadlines and the ability to work on own initiative  Demonstrate a flexible approach to team work including task sharing  Excellent communication skills with the ability to work with a wide variety of personnel at all levels, both internal and external  Ability to work as part of a team and build and maintain effective and supportive relationships with peers and partners  The ability to communicate through the medium of Welsh | (E)  (E)  (E)  (E)  (D)  (D)  (D) | Interview, Application Form, Reference and selection process |