

Contact Officer

Person Specification

We will use these criteria to assess your suitability for the job.

Essential

1. Experience in a social care/customer service organisation
2. Experience of dealing with a diverse range of people both face to face and on the telephone
3. Ability to screen calls and/or take decisions to ensure the call is dealt with appropriately
4. Ability to progress/ chase customer enquiries to ensure a satisfactory outcome
5. Ability to demonstrate a proven track record of developing and maintaining positive working relationships with colleagues and stakeholders
6. Ability to use own initiative as well as working as part of a team
7. Ability to communicate clearly and effectively
8. Knowledge of current legislation in Adult Social Care
9. Ability to use appropriate technology to provide advice, information and services to customers
10. Willingness to continue personal development through job specific training and supervision

Desirable

1. Knowledge and understanding of the range of services provided within Adult Social Care & Integrated Services
2. Knowledge of external resources in Newcastle upon Tyne
3. A working knowledge of the Care Act 2015 and its application in practice
4. High level of IT and keyboard skills

Additional Requirements

- DBS Disclosure – Regulated Activity, Adults
- Flexible approach with regard to hours, duties and location

Our Values

Do you share our values of **proud**, **fair**, and **ambitious**?