# Engagement & Support Officer vacancy

# Job Description

## Job Details

Responsible to: Fraser Gilmore, Executive Director & Head of Scotland

Hours: Ideally 35 hours per week. However, we are happy to offer some flexibility with a minimum of 28 hours for the right candidate.

Location: Care Opinion provides a flexible approach with home and office-based blended working depending on your preference and the business needs.

Salary: Grade 4.1 to 4.4: £21,624- £23,340 depending on experience and qualifications

Benefits: 24 days holiday, statutory bank holidays, and your birthday off as leave! We also offer a generous pension scheme and Westfield Health membership. Care Opinion is a family friendly employer.

# Job Purpose

[Care Opinion CIC](http://www.careopinion.org.uk/) is an independent, not for profit social enterprise run by a small, committed and passionate team. Our mission is to make it safe and simple for everyone to share their experiences of health and care services in ways which connect people together for change. Inclusion, transparency, integrity and innovation are some of the values which drive what we do and how we do it.

We are recruiting an enthusiastic Engagement and Support Officer to support our operations in Stirling and projects across the wider business.

You will be part of a team providing comprehensive support service to existing Care Opinion customers, to support the engagement of new customers (across health and social care).

Many of the organisations and teams that Care Opinion works with recognise they would like to do more with online feedback but need support to do this. This involves working with both an executive and operational lead to drive forward their involvement with Care Opinion. Support will be wide ranging; from helping to collate information and working on implementation plans, to supporting individual staff to promote Care Opinion at a local level and respond to online feedback in an open and transparent way.

The post holder must have a passion for harnessing the citizen voice in improving health and adult social care services, as well as share our commitment to delivering a personal and friendly customer service. You must demonstrate commitment to [Care Opinion’s vision, mission and values](https://www.careopinion.org.uk/info/mission).

# Key role areas

The job includes:

* Preparing and delivering excellent training to staff from subscribing organisations via webinars and occasional face to face (face to face meetings are currently on hold)
* Providing quick, constructive and engaging support and inspiration to subscribing organisations on all issues relating to the effective use of their subscription.
* Handling queries from other organisations and the public via telephone or email in a friendly and professional manner.
* Being the lead contact for a number of subscribing organisations and reporting progress to the Subscriber Services Manager and Executive Director & Head of Scotland.
* Carefully moderating stories/responses and ensuring accurate and speedy publication.
* Contributing enthusiastically to sales and marketing planning and activity.
* Website administration: diligently updating service tree, maintaining subscriptions, developing and updating site pages.
* Proactively seeking customer feedback and using this to contribute to product and service development.
* Organising and participating in the delivery of informative subscriber, networking and awareness raising events.
* Contributing to Care Opinion’s social media presence e.g. Twitter, Facebook, Instagram, Vimeo.
* Answering telephone and email queries from subscribing organisations, website users, and other organisation and members of the public.
* Carrying out all those necessary little administrative tasks as required.

# Dimensions

* Customer service and support: using a range of mechanisms and problem-solving skills to provide excellent customer service to subscribers and in engaging with the public and other key stakeholders.
* Training and presentation: using a range of face to face and online methods to deliver essential training and information effectively. This could be creating and running sessions that are part of our online training programme or creating bespoke sessions for subscribers.
* Communication: using a range of methods confidently and with skill, i.e. telephone, email, written reports, training documents, supporting subscribers to disseminate information to their colleagues and members of the public; provide training and support to subscribing organisations.

* Working in a team: working closely with the Support Services team, understanding business priorities and challenges, participating enthusiastically, readily undertaking duties which ensure smooth running of day to day business.
* Technical: website updates using basic HTML; information management, use of database, spreadsheets; able to demonstrate a high-level IT confidence and attention to detail
* Organisation: leading event management and delivery; being responsible for supporting and developing(with support) a certain number of subscribing organisations and reporting progress to the Subscriber Services Manager and Executive Director & Head of Scotland.
* Evaluation: regularly assessing colleague and customer satisfaction, participating in self-evaluation through the review and appraisal system.
* Managing own workload: be able to work independently and manage competing priorities within the support team.

# Engagement & Support Officer

# Person Specification

## Criteria:

The post holder will be a confident and clear communicator who has a natural affinity for developing warm, positive, constructive and supportive working relationships not only as they provide excellent customer service but in their role as a member of a small team. We are looking for someone who is enthusiastic, self-motivated, able to work to deadlines and is tenacious to the nth degree! Being able to work effectively with colleagues and people from a range of backgrounds and positions and commitment to citizen feedback is essential.

As part of a small team, a flexible approach and the determination to do whatever it takes to get the job done is important.

# Knowledge, skills and experience:

* Passionate about the benefits of listening to patients and staff.
* Has 2-3 years significant work experience in a health or care setting, customer service, support, sales or training environment.
* Possesses relevant experience or insight/awareness of health or social care services.
* Advanced IT skills.
* Confident and clear communicator using a range of media effectively.
* Has outstanding customer service and relationship building skills.
* Displays confidence and ability in demonstrate software and business processes to others.
* Has proven abilities in conveying new ideas to a wide range of people.
* Experience of using social media in communications and marketing
* Demonstrates regular use of various communication technologies (MS teams, Zoom etc) and is confident on the telephone.
* Has experience of website management/database management.
* Is able to read and deal with difficult and sometimes upsetting accounts of care. (Support and debriefs will be provided).
* Enjoys dynamic working environment with appropriate autonomy.
* Effective and supportive team player.
* Works flexibly, demonstrating a high level of self-motivation, initiative and resourcefulness.
* Thrives under pressure and consistently delivers highest quality results.
* Possesses a clean driving licence, own transport and willingness to travel as required.

# Ongoing recruitment process, here’s how to apply:

If you are interested in this position, please complete the application form which can be downloaded from the Care Opinion site, clearly showing the ways in which, your skills, knowledge, and experience matches our requirements.

Applications to**: FAO: Fraser Gilmore, email:** **info@careopinion.org.uk**

The interview process will involve an online interview using Microsoft teams.

Questions?

If you have any questions at all about the role or Care Opinion, please email fraser.gilmore@careopinion.org.uk