# Engagement & Support Officer

# Job Description

## Job Details

Responsible to: Miriam Rivas-Aguilar, Chief Operating Officer

Hours: 35 hours per week. However, we are happy to offer this on a part-time flexible arrangement for the right candidate.

Location: The post holder will be based at Care Opinion’s Head Offices in Sheffield. The position is mostly office based, however, the post-holder must be prepared for some travel as part of the role.

Salary: Grade 4: £18,777- £20,898 depending on qualifications and experience

Benefits: 24 days holiday, statutory bank holidays, and your birthday off as leave! We also offer a generous pension scheme, Perkbox membership, and are 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 Sheffield 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), raising awareness and activity across health and social care providers, citizen organisations and the public in England.

The post holder must have a passion for harnessing 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, face to face via WebEx, Appear.in or Skype;
* Providing quick, constructive and engaging support 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;
* Actively engaging and supporting members of the public who want to share their experiences at events or via phone;
* 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;
* Maintaining high level social media presence e.g. Twitter, Facebook, Instagram, Vimeo;
* Carrying out all those necessary little administrative tasks as required

# Dimensions

* Customer service and support: using a range of mechanisms and 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 information effectively;
* Communication: engaging presence on social media, supporting subscribers with social media use, using a range of methods confidently and with skill, ie telephone, email, written reports;
* Working in a team: working closely with the Support Services Manager, understanding business priorities and challenges, participating enthusiastically, readily undertaking duties which ensure smooth running of day to day business;
* Technical: website updates; information management, use of database, spreadsheets; able to demonstrate IT confidence;
* Organisation: leading event management and delivery;
* Evaluation: regularly assessing colleague and customer satisfaction, participating in self-evaluation through the review and appraisal system.

# 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 a degree or equivalent
* Has 2-3 years significant work experience in a customer service, support, sales or training environment;
* Possesses relevant experience, either in a paid or unpaid, in a health or social care setting;
* 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 (Skype, Appear.in teleconferencing, videoconferencing)
* Has experience of website management/database management
* Relishes 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
* Is willing and able to travel
* Experience of working with social enterprise
* Possesses a clean driving licence, own transport and willingness to travel as required

# To apply:

If you are interested in this position, please send:

* a **CV** and,
* a **covering letter** letting us know why you want to work with us, and clearly showing the ways in which your skills, knowledge, and experience matches our requirements preferably by email to Miriam Rivas-Aguilar at info@careopinion.org.uk

**\*Please note that CVs without a covering letter will not be considered.**

# Closing date: **30th October 2018**