

Support and Communications Officer

Job Description

Job Details

Responsible to: Director, Care Opinion Scotland

Location: The post holder will be based in the Stirling office. The post holder must be prepared for travel within the Central Belt and across Scotland as well as occasional travel to Head Offices in Sheffield.

Salary: Grade 4: £18,412- £20,624 depending on qualifications and experience

Benefits: 24 days holiday plus statutory bank holidays and Birthday holiday, generous pension scheme, Perkbox membership

Job Purpose

Care Opinion 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 Support and Communications Officer to support our operations in Scotland and projects across the wider business.

You will be part of a team providing comprehensive support service to existing and new Care Opinion customers across health and social care. The post holder will have a vital role in raising awareness and activity across health and social care staff, third sector organisations, citizen led organisations and the public in Scotland using social media as a key communications vehicle.

You will have a passion for harnessing citizen voice in improving health and adult social care services. The post holder will be involved with key stakeholders including local authorities and need an awareness of appropriate political sensitivities. You must demonstrate commitment to Care Opinion's vision, mission and values.

Key role areas

- Providing quick and constructive support to customers on all issues relating to the effective use of Care Opinion;
- Handling queries from other organisations and the public via telephone or email in a friendly manner;
- Preparing and delivering excellent training to customers, face to face, via online tools;



- 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 services, 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 eg Twitter, Facebook, Vimeo;
- Carrying out all those necessary little administrative tasks 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: understanding business priorities and challenges, participating enthusiastically, readily undertaking duties which ensure smooth running of day to day business;
- Technical: website maintenance; 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.



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. Being able to work effectively with colleagues and people from a range of backgrounds and positions and commitment to citizen feedback is essential. An understanding of health and social care in Scotland would be an advantage

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

Knowledge, skills and experience:

- Has 2-3 years significant work experience in a customer service, support, communications or training environment;
- Possesses relevant experience, either in a paid or unpaid, in a health or social care setting;
- Advanced IT, social media and online communication skills;
- Confident and clear communicator using a range of media effectively;
- Demonstrated outstanding customer service and relationship building skills;
- Displays confidence and ability in demonstrate software and business processes to others;
- Proven experience of website and database updating and maintenance;
- 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 and the willingness and ability to travel throughout Scotland, and to Head Office in Sheffield, as required;
- Has a Degree or equivalent.

Enthusiastic
Team player
Resourceful
Drive
Ideas
Dependable
Confident communicator
Relationship builder
Knowledge of health & care sector
Can do attitude
Completes tasks
Problem solver
Tenacious
Social media savvy
Networker
Customer service
Self motivated
Inspires trust
Organised



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 Gina Alexander

Email: gina.alexander@careopinion.org.uk

By post to: Care Opinion, Suite 15-5, Scion House, Stirling University Innovation Park,
Stirling, FK9 4NF

Closing date: Friday 16 March 2018

Selection will take place during weeks commencing 26 March and/or 2 April 2018. Please indicate your availability during these weeks.

