

JOB DESCRIPTION

Title:	Call Handler
Hours:	Part time, weekend & bank holiday working may be required
Responsible to:	CEO, Sikh Helpline
1. Job Role/Purpose:	
<p>The Call Handler will be responsible for the primary contact with callers to the Sikh Helpline. Ensuring calls are handled appropriately and offering the right level of support and advice to The Sikh Helpline callers. This may be approached directly by the Call Handler or delegating to a nominated volunteer</p> <p>This role be will be the first responder for Sikh Helpline service users, responsibilities include administration, volunteer management and co-ordinating Sikh Helpline Campaigns/Projects</p> <p>In addition, typically responsible for helping to build, develop, grow and progress the Sikh Helpline</p>	
2 Person Specification	
<ul style="list-style-type: none"> ● Good listener and problem solver attitude ● English and Punjabi speaker ● Customer service skills. ● To be thorough and pay attention to detail. ● The ability to work well with others and team-player. ● Sensitivity and understanding. ● Patience and the ability to remain calm in stressful situations. ● The ability to accept criticism and work well under pressure. ● Excellent verbal communication skills. ● Passionate in helping others ● The ability to think clearly using logic and reasoning. ● Willing to undertake DBS check and relevant training required for the role. 	
3. Main Duties and Responsibilities	
<ol style="list-style-type: none"> 1. Support with Call handling and Case Work 2. Create and maintain relationships with existing and potential agencies such as the Police, other Charities and organisations who assist in the Sikh Helpline delivery 3. Assist and support in all current and future Sikh Helpline Projects and Initiatives, including funding applications and bids 4. Assist with data management duties including data entry and data manipulation including use of databases. 5. Create, monitor, and update SOPs (Standard Operating Procedure) 6. Maintain and update our gSite, gDrive and website 7. General Admin duties 8. Project management awareness and social media campaigns 9. Work admin shifts flexibly across the week, particular focus on 2pm-6pm shift work, some weekend and bank holiday work may be required 	

10. To undertake such other duties as the organisation may reasonably require

11. The post holder is expected to be flexible and accommodating, following consultation, in terms of any changes to operating times in the future

General

Health and Safety

To comply with the Health and Safety at Work etc. Act 1974

To take responsibility for their own health and safety and that of other persons who may be affected by their own acts or omissions.

Equality and Diversity

To always carry out their responsibilities in line with Equal Opportunities Policy and Procedure.

Confidentiality

To maintain confidentiality of information relating to clients, staff, and other users of the services in accordance with the Data Protection Act 2018 and GDPR regulations including outside of the work environment. Any breach of confidentiality may render an individual liable for dismissal and/ or prosecution.

General

This job description is not intended to be exhaustive. You may be required to perform any other duties as the organisation may require. You undertake to work to the best of your ability and use your best endeavours to promote, develop and extend the employer's organisation and interests.

Conditions

All offers of employment are conditional on you demonstrating your eligibility to work in the UK. Offers are also conditional on receipt of a minimum of two satisfactory references, covering at least the last three years on employment, with any gaps in employment history being explained satisfactorily. Whether references are deemed satisfactory is at the discretion of the organisation.

Convictions

During the recruitment process, we will ask job applicants to disclose any unspent convictions but will not ask job applicants questions about spent convictions, nor expect them to disclose any spent convictions, unless the job is exempt under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975. If the position is identified as being exempt, the applicant will be required to undergo a DBS check, and this will also form a condition of employment.