

Job Description

Client Services Adviser

Torch Ethos

The Torch Trust aims can be summarised as ‘enabling people with sight loss to discover Christian faith and lead fulfilling Christian lives.’ To achieve this we provide Christian resources and activities for blind and partially sighted people worldwide.

Torch Trust has a distinctive culture that reflects its Christian beliefs and has been shaped by its history of seeking to be faithful to God’s guidance.

Our values inform the choices made by Torch, what we do and the way we do it. Our Values are:-

Christ-centred; People-focussed; Openness; Creativity

We are a Christian mission and will seek to faithfully represent the Christian message in what we do and in what we say but we will never impose our faith or belief on others.

Occupational Requirements

Torch is a Christian Mission working primarily with Christian organisations and Christian clients. This role requires that the appointed person is in close contact with our users and/or supporters who are likely to expect to be interacting with a Christian person and may be required to pray and share Christian experiences. It is therefore a requirement of Torch Trust for the Blind that the person appointed is a committed Christian and able to accept the Torch Basis of Faith.

Job Title

Client Services Adviser

Reports to

Operations Coordinator

Reporting to this Post

None

In Cooperation with

Other volunteers and members of staff

Main Purpose

The responding to telephone and email enquiries to engage with Clients and supporters concerning how best Torch can be of service to them

Main Duties and Responsibilities

Client Services

- Answering incoming telephone calls by being a friendly welcoming and listening ear to Clients, Supporters and enquirers and as able action their requests or transfer on to the appropriate person. Establishing good relations is a prime responsibility as is building up trust with Clients and Supporters
- Answer callers to Torch House via Intercom or in person as appropriate ensuring a good welcome and passing on to the relevant staff member
- Actively engage with Clients in informing of other potential services currently available
- Be available to pray over the telephone if requested and with Client's permission share prayer requests within the Client Services team
- Take orders for resources and services, donations, and/or payments through the variety of options currently available
- Assist in the administration associated with holiday bookings
- Be a source of advice and 'help desk' responding as able with knowledge or offer to find out more and respond back
- Register new Clients as appropriate through proper usage of the Torch CRM system, and making amendments as advised
- Respond appropriately to email enquiries
- Take a pro-active interest in keeping up to date with Torch initiatives and services
- Attend regular update meetings with the Client Services Team
- Contribute to Chapel time as required in respect of Client Service prayer points
- Offer hospitality support as able, to support visitors at Torch House
- Be responsible for the general tidiness, filing and appearance of the Client Services Department
- Such other duties as may be reasonably required to ensure the smooth running of Client Services

Library

- Add new borrowers
- Action daily intervention screens
- Manage the bookshelves of borrowers
- Attend to general queries of borrowers referring on as necessary

Other Tasks

- Support of other departments with any particular time limited needs

Person Specification:

The following attributes are all essential requirements

Experience, knowledge and understanding

- Pastoral - A humble servant heart to enable an empathy with blind and disabled people is essential
- Able to work in a team environment, focussed and professional in approach
- An excellent telephone manner
- Ability to be able to 'think on ones feet' being able to respond to a wide variety of enquiries, requests and situations

Customer Service and Quality Focus

- Be prepared to deliver the highest levels of customer service

Personal skills and attributes

- To be able to work consistently and collaboratively to agreed goals
- Excellent time and work management skills
- Good office IT skills
- Excellent attention to detail
- Flexible and adaptable
- To show creative thinking, using initiative and exploring options for clients needs

Contract, Hours of Work

- Working hours: 9 .00 a.m. until 4.15 p.m. Monday to Thursday and until 1.15 p.m. on Fridays
- 31.25 hour week
- The option to work fewer hours can be discussed
- Salary: £8.00/hour

General

- Promote the good name of Torch at all times
- Assist in the promotion of Torch as agreed by the Chief Executive

24-04-18