



## THE FED Job Description

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<b>TITLE:</b>	Customer Service Advisor
<b>PLACE OF WORK:</b>	THE FED
<b>DEPT:</b>	Customer Services
<b>RESPONSIBLE TO:</b>	Admissions & Customer Services Manager
<b>DATE JOB DESCRIPTION REVIEWED:</b>	June 2015

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### JOB PURPOSE:

To deliver exceptional customer service

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### COMMITMENT TO OUR VALUES:

To work with both service users and colleagues, in a way which is in line with the values of the organisation, namely which:

- Supports people's right to privacy
- Respects people's dignity
- Recognises people's human rights
- Permits zero tolerance of all forms of abuse
- Enables people to maintain the maximum possible level of independence, choice and control
- Treats all people as individuals
- Supports people to freely express their needs and wants
- Demonstrates respect and integrity in all our work with people

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### Main duties and responsibilities:

- Operate switchboard and assist with telephone management (installations etc) as and when required
- Ensure all persons entering The Village sign in and out and are made aware of The Village Fire Regulations
- Submit a daily, nightly report sheet/handover book to the Operations Manager
- Maintain and input data onto spreadsheets daily/weekly
- Sorting/distribution of post to Managers, Residents, Departments and the signing and recording of all registered mail and packages
- The recording and issue of The Village keys and pagers

- Ensure procedures are followed regarding financial transactions. Advise relevant manager when any deposits have been made into the night safe
- Maintenance of photocopier, fax machine and the sending of faxes to the appropriate person/department
- The checking and marking up of daily newspapers for residents/staff and the ordering/cancelling and reconciling of payment
- The control of the diary for nominated training rooms
- Ad-hoc admin tasks/duties as deemed necessary by Clinical Director/Admissions and Customer Services Manager
- Maintain a high level of security at all times
- To carry out inspection/tours of complex and complete reports as required
- Control of car park management
- To carry out minor maintenance tasks outside normal maintenance department hours.
- To ensure lifts are in Shabbos mode when appropriate
- To implement laid down emergency procedures in case of breakdown of service, gas, water, electric, boilers, lifts, telephone system, fire detection system and others listed in Emergency Procedures Manual
- To observe and attend all fire and CCTV warning systems, reporting and acting upon all alarms in accordance with procedures laid down
- To implement laid down procedures in respect of the Shul tasks under the guidance of the Rabbi

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### **General Responsibilities**

- To work in accordance with the organisation's mission, vision, strategic plans, policies and procedures.
  - To work in accordance with the Skills for Care code of practice for social care workers and Care Quality Commission (CQC) regulations.
  - To behave in a manner that reflects positively on the organisation at all times.
  - To demonstrate a commitment to the safeguarding and welfare of vulnerable adults and children.
  - To promote equality of opportunity and anti-discriminatory practices.
  - To assist in monitoring and maintaining quality standards across the organisation.
  - To demonstrate an understanding and commitment to the principles of confidentiality.
  - To work in a manner that is sensitive and empathetic to the culture of the Jewish Community.
  - At all times ensure effective and efficient use of the THE FED's resources.
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## Health & Safety

- All employees are subject to the Health & Safety at Work Act.
- To take reasonable care for the health and safety of yourself and other persons who may be affected by your acts or omissions at work.
- To undertake duties and responsibilities in full accordance with the organisation's Health & Safety policy and procedures.
- To co-operate with policies and procedures to enable the organisation to comply with its obligation under Health & Safety legislation.
- To report immediately to your line manager any defects in equipment or the working environment and report areas of risk.

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## Training and Development

- Participate fully in training and development in accordance with the organisations training plan and mandatory requirements.
- To attend and participate in supervision sessions and an annual personal review.
- To attend and participate in staff meetings.
- To contribute to the learning of other staff.
- To employ the skills and knowledge gained from training back in the work environment and to evidence your progression through measure of competencies in supervision with your manager.

**This post is subject to Disclosure & Barring Services Check**

**This job description is not intended to be exhaustive and it is likely that duties may be altered from time to time in light of changing circumstances, following discussion with the post holder.**

Manager\_\_\_\_\_Post Holder\_\_\_\_\_  
(print name) (print name)

Signature\_\_\_\_\_Signature\_\_\_\_\_

Date\_\_\_\_\_Date\_\_\_\_\_