**JOB DESCRIPTION – Telecare Operator**

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| **1.** **JOB DETAILS** |  |
| **Job Title:** | Telecare Operator |
| **Location:** | Edinburgh or Glasgow or Elgin (hybrid) |
| **Team/Directorate:** | Telecare / Customer Service |
| **Responsible To:** | Telecare Senior Operator |
| **Responsible For:** | N/A |
| **Indirectly Responsible For:** | N/A |

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| 2. JOB PURPOSE |  |

To deliver an efficient and effective calls-handling service to the required standard, receiving calls and initiating appropriate responses and undertaking related administration.

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| 3. KEY RESULT AREAS / PRINCIPAL DUTIES AND RESPONSIBILITIES |

**3.1 Main Duties**

* Operating the Telecare system in an effective and friendly way.
* Receiving and answering calls from customers, contractors and teams on developments and other internal and external bodies, prioritising where necessary.
* Assessing and identifying the nature and reason for the call.
* Reassuring the customer or caller.
* Initiating appropriate action e.g. contacting emergency or medical services, keyholder or maintenance services in accordance with guidelines on confidentiality and security, ensuring situations are resolved to a satisfactory conclusion.
* Initiating calls in order to check equipment.
* Liaising with teams on dispersed housing developments and elsewhere, advising as necessary of any emergency calls with action taken, and any equipment malfunctions which may affect them.
* Liaising with Housing Associations and Local Authorities regarding maintenance and other services required.
* Liaising with emergency services, including doctors and social work departments.
* Ensuring manual and computerised records are updated.
* Updating personal information for clients and customers on the database in a timely manner.
* Maintaining and updating general information on developments linked to Telecare.
* Logging and maintaining accurate information on the equipment database.
* Receiving enquiries from members of the general public or social services and relay accurate information regarding service provision and related costs.
* Providing clerical and word processing support as required.
* Communicating any equipment malfunction or concerns relating to the system or residents to the Telecare Senior Operator or appropriate agency as deemed necessary.
* Prepare programming and cleaning of equipment.
* Ensuring a smooth handover and good communication between shifts where a Telecare Senior Operator is not on duty.
* Assist and share knowledge and experience with colleagues as required.
* Undertake any other duty delegated by the Telecare Senior Operator or Supervisor.

# 3.2 Key Relationships – Internal & External

* Internal: Telecare Operators, Senior Operators, Supervisor and wider management. Asset Management, Sheltered and Very Sheltered Housing Managers and other equivalent managers. Wider Hanover teams.
* External: Maintain positive relationships with customers, families, contractors, emergency service staff, corporate client staff, local responder service staff as well as from other care agencies and organisations.

# 3.3 Health & Safety

* Ensure that Health and Safety guidelines and fire regulations are strictly adhered to.
* Comply with safe working practices as defined by Hanover.
* Complete online training as and when required.
* Take reasonable care for your own health and safety and that of others who may be affected by acts or omissions at work.
* Report any accidents, incidents or near misses as soon as reasonably practicable.

# 3.4 General

* Comply with Hanover’s Code of Conduct. Be aware of and always adhere to Hanover’s policies and procedures.
* Act as a role model and always treat employees and customers with integrity and respect.
* Take part in performance reviews and one-to-one meetings with your manager.
* Cooperate with other Hanover departments to achieve good outcomes for our customers, employees, and contractors.
* Attend training courses and complete online training modules as required to meet the requirements of the post. Take responsibility for own personal development, seeking out opportunities to learn new skills.
* Undertake any other duties as requested by management which are reasonably deemed to be within the scope of the role or necessary for the smooth running of the business.
* Be an ambassador of Hanover’s values and behaviours at all times and demonstrate elevated levels of integrity in the course of your duties.

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| PERSON SPECIFICATION |  |

| **CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
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| Qualifications and specific training | Demonstrable experience and/or training working in a setting which demonstraties the required knowledge and skills of this role. |  |
| Experience | Understanding the needs of key customer groups including vulnerable adults and lone workers.  Calls handling or equivalent customer service experience. |  |
| Knowledge | Competent user of standard Microsoft or equivalent applications and corporate databases.  Knowledge of Microsoft Windows, word-processing & e-mail. |  |
| Skills | Excellent interpersonal skills to ensure effective working relationships and accountability to customers.  Ability to handle calls in a calm, steady and sympathetic manner using good questioning skills to obtain critical information.  Ability to work on own initiative and to make appropriate decisions on behalf of customers.  Ability to handle all calls (ranging from routine to emergency) observing official operating and performance standards at all times.  Good administrative skills.  Basic skills in health and safety including identification and reporting of hazards and minimizing risks. |  |
| Personal attributes | Ability to empathise with and reassure customers or callers. |  |
| Additional requirements | Standard Disclosure of criminal records applies. | Current, preferably clean driving license. |