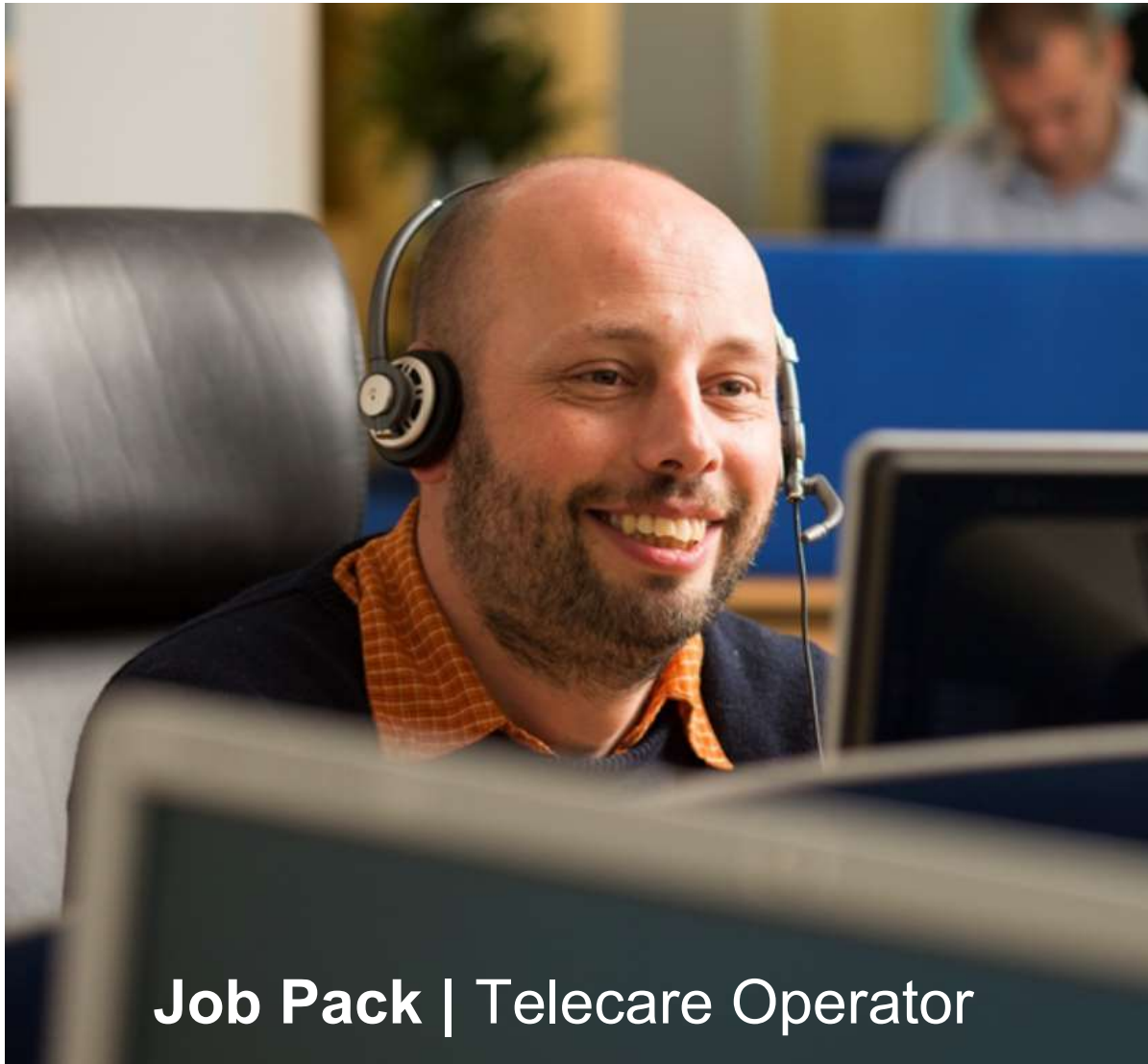




Job Pack | Telecare Operator

| WELCOME

If you've chosen to check out this job pack then it sounds like you might be considering joining Hanover and applying for one of our Telecare roles.

We are delighted that you are interested.

Our recruitment team have put together this short job pack which provides you with further information about Telecare & our career opportunities. We'll also tell you a bit more about our employee offer in terms of how we recognise our people's work. If you want to have a further conversation with us, then we've included our contact details within the pack. We are happy to take any questions or chat through our roles in more detail.

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| ABOUT HANOVER



Hanover has been housing and supporting people in Scotland for more than forty years.

Our core purpose is to help older people feel safe and secure at home and to live fulfilling and independent lives. This sums up our commitment to housing for life.

We provide and manage a wide range of housing and services, mainly for older people. We currently manage more than 5,000 homes throughout Scotland.

We provide a range of housing and tenure types to meet the different support needs of older people, allowing them to retain their independence within a local community and enjoy as much privacy or company as they wish.

As we have teams working in different locations, at different times, Hanover currently has three main hubs across Scotland – our Head Office in Edinburgh, our West Office in Glasgow and North Office in Elgin. All offices are available for everyone to use although they tend to be most utilised by those of our people who live within that locality.

| OUR VISION, GOALS & VALUES

Vision

Our Business Strategy for 2022-2027 identifies 5 key vision statements:

1. All our homes will be well-maintained, affordable, warm, safe and desirable.
2. We will have introduced a new customer service model.
3. We will have invested in new technology.
4. We will be recognised as a great employer.
5. We will have embedded sustainability in everything we do.

Goals

To ensure we achieve our 5-year vision, we have refocused our strategic goals.

These three goals will drive our decisions and activities and represent what matters most to us. The goals will be underpinned by our organisational values and will support the delivery of our strategic goals which are:

Happy Customers

Desirable Homes

Resilient Organisation

Values

Our values are at the heart of everything we do at Hanover. Our people helped us shape our four new organisational values that guide our behaviours and culture and they are:

Show Respect

Be Accountable

Support Collaboration

Promote Inclusion

Hanover's values inform our work and how we interact with employees, customers and other partners. We place our values at the front and centre of the recruitment and selection process and look for candidates with similar mindsets and outlooks that shows a value-driven approach. Technical traits and experience are important but demonstration of soft skills, backed with real-life examples, can really make a candidate standout to us.

If you want to learn more about how you can live our values and demonstrate these at interview, then check out the below video.



| ABOUT TELECARE – THE CUSTOMER JOURNEY

Telecare is a technology-based remote monitoring service which supports our customers to live independently at home. With the telecare service, our customers know that help is available 365-days a year, 24-hours a day should ever they need it.



For over thirty-five years, Hanover have been providing Telecare and emergency repairs services to our own tenants across our housing developments in Scotland, as well as to customers of other housing associations, Local Authorities and charities across the country.

In total, we cover around 40,000 properties across Scotland and handle over 1.5 million calls per year. We couldn't achieve this without the fantastic work and commitment of our people.

We are highly experienced in managing calls from a diverse range of tenants and owners across a wide range of accommodation types, including general needs, sheltered housing, amenity, supported accommodation and care homes. Our monitoring services work seamlessly with a wide range of products, from straightforward community alarms to highly sophisticated systems including smoke, flood and fire alarms, bed and door monitors and other types of assistive technology.

Hanover were involved in the inception of the Telecare Services Association and have maintained their standards ever since, so our customers and service users can be confident in the quality of our services.



| ABOUT TELECARE – THE EMPLOYEE JOURNEY



If your application is successful with us, you can be assured that you will be provided with a structured induction and training programme. All new hires, irrespective of their role, go through a standard six-month probationary period at Hanover and we ensure that technical training is matched with continued on-the-job training for

those joining our Telecare team.

We want all new and existing Telecare Operators to be able to deal with different customer bases and situations in a calm and resilient way and you will be equipped to achieve this goal through our comprehensive training programme, our robust procedures and by using the information that we hold within our calls receiving platform.

Our Telecare team are multi-skilled and each day deal with all sorts of calls, whether that be a call for medical assistance, a repair, or disaster recovery. Since we provide a tailored service to each of our Housing Association and Health and Social Care Partnership customers, we have bespoke protocol and escalation procedures for each. As such, we will help you to become experienced in following different procedures for different customers.

You don't need to come from a Telecare background to be successful in this role, but you do need to be resilient, an active listener and able to build trust and rapport with people during difficult situations.

| OUR EMPLOYEE BENEFITS

- Flexible working and a Hybrid Working Model.
- Full Telecare induction and training programme delivered by our in-house trainers.
- Continued, on-the-job training to ensure full competence in the role.
- Health and Wellbeing support networks including Mental Health First Aiders and a 24/7 GP helpline.
- Access to our new Hanover Perks platform which includes high street discounts, health cash plan and fuel card.
- Cycle to work scheme.
- Family friendly policies.
- Working in a rewarding role with a growing and friendly team.

| TELECARE OPERATOR – JOB DESCRIPTION

Job Description		
Position:	Telecare Operator	
Department	Customer Services	
Reports to:	Telecare Senior Operator	
Salary Band:	H	

Purpose of Job

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

1. Main duties and responsibilities

- To operate the Telecare system in an effective and friendly way.
- To receive and answer calls from residents, contractors, development teams and other internal and external bodies, prioritising where necessary.
- To assess and identify the nature and reason for the call.
- To reassure the caller.
- To initiate 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.
- To initiate calls in order to check equipment.

2. Liaise with:

- Teams on dispersed housing developments and elsewhere advising them and other teams as necessary of any emergency calls with action taken, and any equipment malfunctions which may affect them;

- Housing Associations and Local Authorities regarding maintenance and other services required;
- Emergency services, including doctors and social work departments.

3. To ensure manual and computerised records are updated:

- To timeously update personal information for clients and residents on the computerised database.
- To maintain and update general information on developments linked to Telecare.
- To log and maintain accurate information on the equipment database.

4. To receive enquiries from individual members of the general public or social services and relay accurate information regarding service provision and related costs.
5. To provide clerical and word processing support as required.
6. To communicate any equipment malfunction or concerns relating to the system or residents to the Telecare Senior Operator or appropriate agency as deemed necessary.
7. To prepare programming and cleaning of equipment.
8. To ensure smooth handover and good communication between shifts where a Telecare Senior Operator is not on duty.
9. To assist and share knowledge and experience with colleagues as required.
10. To undertake any other duty delegated by the Telecare Senior Operator or Supervisor.

Working Relationships

The list below provides an outline of relationships:

Internal

- Telecare Operators, Supervisors and management;
- Asset Management team in relation to any repair notification;
- Sheltered and Very Sheltered Housing Managers and other equivalent managers of services, staff at Area Offices;
- All other teams within Hanover as required.

External

- Residents, other individual clients and persons acting on their behalf;
- Contractors;
- Staff of emergency services;
- Staff of corporate clients;
- Staff from local responder services, care agencies and other organisations



Job Context and Other Relevant Information:

The post holder:

- must discharge their relevant duties and responsibilities under the Health & Safety Work etc. Act 1974, the Management of Health and Safety at Work Regulations 1999 (as amended) and all relevant Codes of Safe Working Practice and policies. The Health and Safety at Work Act stipulates that it is the responsibility of every employee to observe all rules governing health and safety and such safety equipment as provided must be used.
- must have due regard to Hanover's current management arrangements for Data Quality. All employees have a responsibility to ensure that the data they collect, manage and report, including data from third parties is accurate, valid, reliable, relevant, complete and produced in a timely fashion to aid sound decision making and that appropriate procedures, systems and processes are in place to provide quality data.
- must work in accordance with Hanover's policies, procedures, information, instructions, and/ or training received.

This profile is indicative of the nature and level of responsibility associated with the post. It is not exhaustive, and the post holder may be required to undertake such other duties as delegated by manager that may be required to meet the needs and responsibility of the Service and Hanover.

| TELECARE OPERATOR – PERSON SPECIFICATION

Person Specification

Job Title: Telecare Operator



As part of the Disability Symbol accreditation, the Association has made the commitment to interview all applicants with a disability who meet minimum essential criteria for the post.

Criteria	Essential/ Desirable
1. Skills/Abilities/Knowledge <i>This section specifies the skills, abilities and knowledge the postholder must have to perform satisfactorily.</i>	
• Excellent interpersonal skills to ensure effective working relationships and accountability to customers	Essential
• Ability to handle calls in a calm, steady and sympathetic manner using good questioning skills to obtain critical information.	Essential
• Ability to work on own initiative and to make appropriate decisions on behalf of clients	Essential
• Ability to handle all calls (ranging from routine to emergency) observing official operating and performance standards at all times	Essential
• Competent user of standard Microsoft or equivalent applications and corporate databases	Essential
• Good administrative skills	Essential
• Basic skills in health and safety including identification and reporting of hazards and minimizing risks.	Essential
• Ability to empathise with and reassure callers	Essential
• Basic computer skills, including experience using Microsoft Windows, word-processing & e-mail.	Essential
2. Experience <i>This section specifies the level and quality of experience required.</i>	

One year's experience in a job demonstrating the personal skills listed at section 1 above.	Essential
Understanding the needs of key client groups including vulnerable adults and lone workers	Desirable
Calls handling or equivalent customer service experience	Desirable
3. Education/Qualifications <i>Degrees or diplomas obtained abroad are acceptable if they are of equivalent standard to UK qualifications.</i>	
Standard Grade Education or Equivalent	Essential
4. Other <i>This section specifies other factors which may be necessary.</i>	
Standard Disclosure of criminal records applies.	
5. Equal Opportunities This Association is working actively to promote equality of opportunity both in its employment practices and in the delivery of its services. It is essential that the postholder is willing to work in accordance with existing policies and codes of practice	Essential

| CONTACT US

If you have more questions after reading this job pack or want to have an informal conversation about our opportunities, then we'd love to hear from you.

- Phone (Edinburgh Office): 0131 557 0598
- Email: recruit@hanover.scot
- Follow us on Facebook and LinkedIn to keep up to date with future careers opportunities