



**Sue Lambert Trust**

## **JOB DESCRIPTION**

**Job Title:** Service Support

**Responsible to:** Service Support and Development Manager

**Location:** Norwich

**Hours:** 22.5 hours (F.T.E 37.5 hours per week)

**Salary:** £19,972 (Pro Rata)

## **Background Information**

**Sue Lambert Trust provides kind, safe, supportive help in Norfolk to those who have ever experienced sexual abuse including domestic abuse.**

We provide free, specialist support that enables people to recover, heal and build resilience to face the future. Our support is organized around a three-phased trauma informed approach. Phase One Groundwork is designed to support clients with practical issues as well as providing stabilisation in preparation for counselling. Around 200 clients per year access this service. Phase Two Counselling is the core provision and is delivered by 70+ trained counsellor volunteers working with over 300 clients weekly. Phase Three aims to build resilience and includes interventions such as self-help groups.

We are funded by the Office of the Police and Crime Commissioners Office, Ministry of Justice, National Lottery and several local and national Trusts and Foundations.

With the launch of a new strategy to guide us through to 2026 it is an opportune time to be joining an organization that is ambitious in its support for its clients.



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**Job purpose:** To provide the best possible experience for clients who engage with the organisation.

Greeting clients, both face to face, online and by telephone, supporting the administration of their journeys through the organisation.

To be one of the main points of contact and to ensure that all enquiries are responded to and completed.

**Main responsibilities:**

1. To greet clients and being available to support volunteers as required, contributing to a safe, supportive and kind environment for all.
2. To respond effectively and appropriately to personal enquiries, telephone, postal, e-mail and when required on social media, providing advice and information as appropriate and escalating appropriately.
3. To handle enquiries in a sensitive manner from callers who maybe distressed or angry.
4. To support communication with clients at all stages of their journey.
5. To fill in first contact forms and facilitate the booking of appointments as required
6. To ensure that all public areas are welcoming, safe and supportive.
7. To support client feedback in developing our services and their experiences.
8. To assist with maintaining charity records and reporting on these:
  - a. Help to maintain confidential files for clients who use the service, accurately recording and updating client information as directed
  - b. To assist in preparing reports on services being delivered and demand as directed
9. To perform general office tasks as required
11. Any other duties as commensurate with the role

## PERSON SPECIFICATION – Service Support

### Qualifications:

#### Essential

- A good standard of education (or equivalent by experience)

### Relevant experience and knowledge:

#### Essential

- Experience of placing customers at the centre of the working environment within an external facing role - face to face, on the telephone, on social media and by email
- Experience of dealing with upset, distressed or angry people and ensuring their issues are sign posted to the relevant person for resolution
- Experience of communicating with clients and other stakeholders
- Experience of working in a busy office environment
- Excellent IT skills including competence using Microsoft Excel, Outlook and Word
- Good numeracy and literacy skills

#### Desirable

- Experience of collecting data and producing reports
- Confident user of CRM/databases
- Experience maintaining an appointments system
- Experience of working with volunteers

### Competencies and personal attributes:

- Excellent communication skills - able to communicate sensitively and well with people at all levels in person, on the telephone and in writing
- Confidence in being able to deal with the issues affecting our client group
- Committed to ensuring excellent quality client care and seek feedback where and when possible
- Non-judgemental and committed to ensuring equality of opportunity
- Flexible 'can do' approach
- Self-motivated and able to work independently without close supervision
- Ability to work well within a team
- Ability to understand the importance of and maintain appropriate levels of confidentiality.
- Ability to deal with multiple tasks and priorities and effectively manage time
- Attention to detail and accuracy
- Ability to work under pressure
- Professional and trustworthy

### Other Requirements:

- The successful candidate will be subject to a DBS enhanced disclosure check as well as satisfactory references.

To apply please submit a covering letter and your most recent CV to [recruitment@suelamberttrust.org](mailto:recruitment@suelamberttrust.org).

Deadline for applications is the **30<sup>th</sup> January 2022**.