

Job Description

Job title:	Customer Service Administrator – Wheelchair Service
Reporting to:	Customer Service Team Leader – Wheelchair Service
Location	Cambridge and Peterborough

Job Purpose

- The Customer Service Administrator will provide a comprehensive and high quality administrative support to the team. The post holder will assist in organising the team's workload and manage diaries.
- The post holder will provide supporting administrative functions such as answering phone calls, making outbound calls, scanning, filing and the day to day running of the office.
- The post holder will act as a point of contact for customers, colleagues and external partners and appropriately manage communications within the team.

Main Duties and Responsibilities

- To work as part of a team ensuring that we provide a first class customer service experience to all our service users.
- To be polite and courteous to customers and clients at all times.
- To be responsible for making and answering calls from service users, carers, family members relating to repair and maintenance bookings and entering orders onto the company database system in a timely manner.
- To ensure that telephone enquiries are responded to quickly and effectively.
- To inform clients of proposed visits by Mobile Engineer.
- To ensure accuracy when using and updating our database system.
- To arrange and plan workloads and efficient delivery rounds for Field Service Engineers.
- To be responsible for maintaining the office filing system & records.
- To efficiently use Microsoft Office especially Word, Excel and Outlook.
- To work as a team to meet team, personal and organisational objectives.
- To comply with contract and ISO specifications and procedures.

Key Attributes

- This role represents an opportunity for someone with an excellent professional telephone manner, customer service experience, first class organisational, IT and administrative skills with strong attention to detail skills.
- The ideal candidate will take pride in providing an exceptional service and working in a role that makes a huge difference to the quality of people's lives.
- We are looking for someone who ideally has an awareness of the day to day challenges our service users may face and be able to empathise with them.

Additional Information

Professional Standards

All staff must comply with the AJM Healthcare Code of Conduct.

Equal Opportunities and Dignity at Work

It is the aim of AJM Healthcare to ensure that no job applicant or employee receives less favourable treatment on the grounds of race, colour, creed, nationality, ethnic or national origin, sex, marital status or on the grounds of disability or sexual preference, or is placed at a disadvantage by conditions or requirements which cannot be shown to be justifiable. Selection for training and development and promotion will be on the basis of an individual's ability to meet the requirements of the job. To this end AJM Healthcare has an Equal Opportunities Policy and it is for each employee to contribute to its success. All staff should treat other staff, patients and the public with dignity and respect.

Appraisal

All staff will actively participate in an annual Appraisal process. All staff should have a personal/professional development plan and in conjunction with their manager, should actively determine and pursue agreed training and development needs and opportunities.

Safeguarding

AJM Healthcare is committed to safeguarding and protecting children and vulnerable adults. All health employees have responsibility for safeguarding and promoting the welfare of children and young people in accordance with "Working Together to Safeguard Children" HM Gov 2006. This applies to employees with both direct and indirect contact with children and families.

Employees who do not provide specific services for children and families or vulnerable adults require basic knowledge of their responsibilities to identify and refer concerns appropriately. All employees must undertake training in safeguarding children and vulnerable adults but will have different training needs to fulfil their responsibilities depending on their degree of contact with vulnerable groups and their level of responsibility.

Confidentiality and Data Protection

Employees will have access to confidential information and will be required to ensure that the highest level of confidentiality is maintained at all times, adhering to all policies relating to confidentiality.

Employees are required to obtain, process and/or use person identifiable information in a fair and lawful way. The use of such information is governed by the Data Protection Act 1998 (DPA) and includes both manual and electronic records. Staff are expected to hold data only for the specific registered purpose and not to use or disclose it in any way incompatible with such purpose, and to disclose data only to authorised persons or organisations as instructed, in accordance with the Data Protection Act 1998.

Access to Health Records

All staff who contribute to patients' health records are expected to be familiar with, and adhere to AJM's Records Management Policy. Staff should be aware that patients' records throughout AJM Healthcare will be the subject of regular audit. In addition, all health professionals are advised to compile records on the assumption that they are accessible to patients in line with the Data

Protection Act 1998. All staff that have access to patients' records have a responsibility to ensure that these are maintained and that confidentiality is protected in line with AJM Healthcare Policy.

Health and Safety

All staff are required to comply with the requirements of the Health and Safety at Work Act and other relevant health and safety legislation and AJM Healthcare Policies and Procedures. All staff are required to make positive efforts to promote their own personal safety and that of others by taking reasonable care at work, by carrying out requirements of the law or following recognised codes of practice and co-operating with safety measures provided or advised by AJM Healthcare to ensure safe working.

Managers are responsible for implementing and monitoring any identified risk management control measures within their designated area/s and scope of responsibility. In situations where significant risks have been identified and where local control measures are considered to be potentially inadequate, managers are responsible for bringing these risks to the attention of the appropriate Committee if resolution has not been satisfactorily achieved.

All staff must ensure that waste produced within AJM Healthcare is disposed of in such ways that control risk to health, or safety of staff and the public alike in accordance with relevant legislation and procedures contained within the policy.

Infection Control

All staff are required to follow AJM Healthcare infection control policies and comply with all measures known to be effective in reducing infection risk. All staff must complete infection control training at induction, and all staff whose duties involve patient contact must also complete infection control refresher training annually.

No Smoking Policy

There is a no smoking policy in operation in AJM Healthcare. In accordance with this policy smoking is positively discouraged and is not permitted in any areas.

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The above list of duties is not intended to be exhaustive and you will be required to undertake any other duties commensurate with the grade and in line with the requirements of the post. The duties and responsibilities may be subject to change, which will be done in discussion with the post-holder.