**Customer Service Manager Onside Access Hub**

**Job Description**

**Responsible To:** Deputy Head of Service

**Responsible For:** Access Hub Advisors, Assistants and Volunteers

**Location:** Onside, Williamson House, Worcester

**Overall Purpose**

To co-ordinate, manage and oversee the effective delivery and development of Onside’s Access Hub and its interface with service delivery teams. To ensure a professional, timely and person centred service to anyone interacting with Onside through the Access Hub for general enquiries, referrals, compliments, complaints and feedback.

**Key responsibilities:**

* Provide line management, support, supervision, training and coaching to Access Hub team members
* Ensure the appropriate organisation and allocation of Access Hub resources to ensure Hub priorities are met, telephones answered and other enquiries and referrals are processed within the defined timescales
* Ensure at all times service users experience the Access Hub as user friendly, accessible, responsive to individual needs, warm and professional
* Ensure the organisation has effective systems and processes for taking referrals, prioritising and determining allocation routes
* Ensure the referral process is effective in gathering appropriate information in order to create clear action plans for service delivery and support, giving guidance and support to the Access Hub Team as required
* Take responsibility for ensuring that the Onside database is utilised effectively and work with managers to ensure that users across the organisation are provided with training guidance and support
* Work with the Service Managers and Volunteer Team to ensure effective and appropriate allocation of work to include attending allocations meetings
* Enable the Access Hub Team to carry out effective signposting and early intervention work including the provision of self help tools and guidance
* To provide front line Access Hub support, particularly at peak times and to cover periods of absence/annual leave
* To manage and co-ordinate the rota and work of Access Hub Team volunteers, providing support, guidance and training as required
* Ensure consistency and quality of service, systems, processes and information provided, implementing and monitoring key performance indicators
* Ensure an electronic ‘Information Hub’ is maintained, monitored and updated regularly to provide an organisation wide source of information for staff to use when signposting and supporting service users across all service delivery areas (currently Worcestershire & Herefordshire)
* To respond to all informal/formal first stage complaints and co-ordinate the process with the appropriate Manager ensuring timescales are met
* To co-ordinate and develop feedback processes, systems and functions to ensure all services are effectively monitoring and developing services based on service user, stakeholder and third party feedback and in line with contractual requirements
* Ensure the accurate and timely recording of information on appropriate systems and databases, ensuring compliance with GDPR and confidentiality is maintained at all times
* Ensure the Access Hub is evolving and responding to changes in services and organisational development to provide a dynamic and responsive quality service both internally and externally, particularly looking at ways to streamline and use technology effectively
* To support the Leadership Team with the provision of accurate and timely information to support reporting requirements
* To develop, implement and monitor appropriate key performance indicators to ensure the highest quality service is being provided by the Access Hub
* Develop and maintain effective partnerships with appropriate agencies, professionals, organisations and individuals to promote an understanding of Onside’s services, their value, impact and boundaries

**Other Responsibilities:**

* Contribute to the strategic planning and development of the Access Hub
* This role may involve working in different locations and might require you to travel across the counties of Worcestershire and Herefordshire, including isolated rural areas. The ability and means to travel independently is essential.

**In addition, all Onside employees are expected to:**

* Work within the organisation’s stated principles and values, adhering at all times to the organisational policies, procedures and guidelines
* Demonstrate a commitment to equal opportunities, social inclusion and individual empowerment
* Show a commitment to personal, professional and organisational development.
* Contribute to organisational promotional and networking activities.
* Work flexibly and co-operatively with colleagues to support the needs of the organisation and assist with wider social prescribing services as required

**Onside People:**

* are **passionate** about what they do
* **value difference**
* are **creative** in their approach
* are committed to **fairness and justice**

While the job description provides the main duties and responsibilities for the position, it is not definitive and employees are expected to carry out any additional duties compatible with their skills and abilities. The above may be subject to change and alteration from time to time with the prior agreement of the job holder.

Signed ………………………………………………....

Date .......................................................................

Print Name …………………………………………………