



Coventry City Council

## Job Description

<b>Job Title:</b>	Enabler / Support Worker	<b>Job Number:</b>	
<b>Service:</b>	Customer Services	<b>Post Number:</b>	1025428
<b>Location:</b>	Customer Service Centre	<b>Grade:</b>	2

### Our values:

We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation.

### Job Purpose:

To enable a visually impaired Advisor to carry out their duties by providing administrative and practical support as required under the Advisor's direction

### Main Duties and Responsibilities:

1. To support the Advisor to deal with enquiries through various mediums, ensuring that where possible they are resolved at first contact, or that messages are passed on to the relevant person for action.
2. To accurately recording content of customer telephone calls based on dictation from the Administrator, and provide information from the screen to allow the Advisor to answer queries
3. To support the Advisor in maintaining computerised systems
4. To support the Advisor in processing referrals and e-faxes by inputting to a computerised system and reading out handwritten documentation as required.
5. To support the Advisor in operating telephone equipment.
6. To take notes on behalf of the Advisor, as appropriate
7. To offer practical assistance as necessary, e.g. supporting with drinks for the Advisor and his guide dog, be a fire evacuation buddy etc.
8. Attend training courses to develop knowledge and skills using available methods of learning in order to be effective in the job role.
9. Any other support with duties, as determined by the Advisor within the range of the salary grade
10. Any other duties and responsibilities within the range of the salary grade.

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The post holder must comply with Coventry City Council's health and safety policy and in particular is required:-

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions
- To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

**Any further Health and Safety responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars**

The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular is required:-

- To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected
- To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately

**Any further Safeguarding Board responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars**

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Equal Opportunities Policy.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

**Responsible for:** N/A

**Responsible to:** Customer Services Team Manager

**Date Reviewed:** January 2021

**Updated:**



<b>Job Title:</b>	Enabler / Support Worker	<b>Job Number:</b>	
<b>Directorate:</b>	People	<b>Post Number:</b>	1025428
<b>Service:</b>	Customer Services	<b>Grade:</b>	2
<b>Location:</b>	Customer Service Centre		

Area	Description
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<b>Knowledge:</b>	• Basic knowledge of services that are provided by Social Care
	• Basic knowledge of Data Protection issues in an office environment
	• Knowledge of a range of IT applications e.g. word, excel, email
	• Basic understanding of how to provide good customer care
	• Basic understanding of Health and Safety requirements in relation to the office environment
	• Basic knowledge of Equal Opportunities issues in the workplace and an understanding of the impact of Visual Impairment

<b>Skills and Abilities:</b>	• Keyboard skills and the ability to undertake training in a variety of IT systems
	• Good communication skills in order to take information from people and answer queries, provide information to others on the telephone and face to face
	• Good level of accuracy and ability to summarise information effectively for word processing and input/retrieval of information
	• Able to carry out simple instructions as provided by the Advisor
	• Ability to maintain confidentiality of information
	• Able to take notes and action points in the support of meetings

<b>Experience:</b>	• Experience of dealing with people to answer enquiries and to work well within a team
	• Of the use of office equipment
	• Of a variety of admin tasks
	• Using systems to input and retrieve information

<b>Educational:</b>	• Literacy and numeracy skills to undertake word processing of a range of documents
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**Special Requirements:**

- Willingness to undertake appropriate training

**Date Reviewed:** January 2021

**Updated:**