

## Job Description – Customer Services and Administration Officer

This job description serves to illustrate the type and scope of what is required for the post and to provide an indication of the required level of responsibility. It is not a comprehensive or exclusive list and duties may be varied from time to time, they will not however change the general character of the job or level of responsibility entailed.

### Section 1 – Job Details

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| <b>Job title</b>                                       | Office Administrator                             |
| <b>Directorate area</b>                                | Chief Executive Office                           |
| <b>Department/Team (if applicable)</b>                 | Northern Ireland                                 |
| <b>Reports to</b>                                      | Quality Assurance and NI Resource Centre Manager |
| <b>Direct reports</b>                                  | N/A  |
| <b>Job Location</b>                                    | Belfast, Northern Ireland office                 |
| Contracted hours are agreed locally with line managers |  |

### Section 2 – Job Purpose

To provide a high level of customer service and support to our service users, supporters, volunteers, groups, members of the public and internal customers. Contributing to overall implementation of the Services and Support and Northern Ireland directorates' objectives. You will achieve this by ensuring the best possible service user experience for our MS community and by proactively improving processes and ways of working.

### Section 3 – Key Responsibilities/Accountabilities

|   | Responsibility/Activity  |
|---|--|
| 1 | Provide a high level of customer service through all channels of communications  |
| 2 | Provide both an inbound and outbound telephone and reception service   |
| 3 | Provide prompt assistance to service users, supporters, volunteers, internal staff, partner organisations and the general public by addressing inquiries, resolving issues, and ensuring a positive experience for all |
| 4 | Manage and maintain accurate service user and supporter data using a CRM   |
| 5 | Responsible for Office Administration tasks  |
| 6 | Responsible for Post Management  |
| 7 | Focusing work to deliver the team's business plan and contribute to the achievement of the Society's strategic aims and priorities   |
| 8 | Contribute to the work and success of the whole of the Northern Ireland team   |

### Section 4 – Dimension of the role

|                  |   |
|------------------|---|
| <b>Resources</b> | Responsible for the proper use and safekeeping of any IT equipment and NI Resource Centre service delivery equipment within scope of the role |
|------------------|---|

## Section 5 – Key deliverables

|   | Measures of success  |
|---|--|
| 1 | Improve Customer Satisfaction rates  |
| 2 | Drive successful cross-team collaboration  |
| 3 | Reporting of service delivery statistics – ensure all statistics are reported in a timely manner |

## Section 6 – Competencies and contribution

| Competency                    | Level required (see below) | B | E | A | T |
|-------------------------------|----------------------------|---|---|---|---|
| Fosters co-production         | 2                          |   | X |   | X |
| Open to change and innovation | 1                          | X |   | X |   |
| Sound decisions               | 2                          |   | X | X |   |
| Collaborative working         | 1                          |   |   |   | X |
| Effective communication       | 1                          |   |   | X | X |
| Outcome focussed              | 2                          | X |   |   | X |
| Inclusivity                   | 1                          |   |   |   | X |
| Accountability                | 2                          | X | X | X | X |
| Tech savvy                    | 2                          | X |   | X |   |

| Level |   |
|-------|---|
| 5     | <b>Strategic</b> – Senior management and/or strategic responsibility requiring wide advanced knowledge of organizational policies, practices and procedures across the organization or detailed theoretical, practical and procedural knowledge of a specialized area. Provides expert knowledge and insight on a range of subjects and/or groups relevant to MS and represents the MS Society externally. Translates vision, strategic aims and direction in clear terms that people can relate to and action. Makes significant and influential decisions and facilitates appropriate resources.  |
| 4     | <b>Expert/ Recognised authority</b> – Responsible for managing significant resource (people, budget etc.) associated with the function/activity. Demonstrates expert knowledge and relevant and appropriate professional leadership and influence. Colleagues consistently perform a task or activity to higher levels having an intuitive grasp of what is required to be delivered, how it impacts across other areas of activity and how it may be improved for the benefits of the MS Society. Colleagues have an in-depth understanding and focus upon building expertise, they are the go-to person and have a reputation for being knowledgeable in this area and are able to apply their existing skills and knowledge to new or emerging challenges. |
| 3     | <b>Complex</b> - Roles with or without line management responsibility where they are required to use knowledge gained through experience, professional or technical qualification on complex information or raw data for typically non-routine problems upon which own judgment needs to be applied without further instruction or guidance to work with others to overcome obstacles and deliver outcomes across teams/department.   |
| 2     | <b>Enhanced</b> - Roles with or without line management responsibility but accountable for casework/ face to face service provision/ internal/external process and or people (including volunteers) e.g. first line managers of people or process. Colleagues have knowledge of requirements of a team/function, contribute to building and maintaining successful internal and external relationships and collaborate to deliver effective outcomes. Colleagues use knowledge and understanding to organise and/or manage work, tasks and processes, can solve routine issues and contribute to the development of new practices and procedures.   |
| 1     | <b>Foundation</b> – roles make an individual contribution to the MS Society with no process or line management responsibility. Colleagues have a fundamental knowledge and understanding of what is required to carry out the role and how it connects to other roles and activities. Understand what is required to be carried out and has the competence and skills to carry out the activities.  |

## Section 7 – Learning & Development requirements

(List L&D requirements for role)

|   |   |
|---|---|
| <b>Foundation (mandatory)</b>                                 | No mandatory Foundation qualification           |
| <b>Additional internal learning/courses required for role</b> | Evidence of continuous professional development |
| <b>Other professional training/qualification required</b>     |   |

## Section 8 – Person specification (knowledge, experience, skills and attributes needed for the job)

*Those that are marked as essential and will be tested at application stage (A) will be used as shortlisting criteria for determining who will be invited to interview*

| Requirement   | Essential | Desirable | Tested* |
|---|-----------|-----------|---------|
| Experience of providing helpline type service via phone and email   | X         |           | A,I     |
| Experience of the processing and management of personal data under GDPR regulations   | X         |           | A,I,P   |
| Working with third party service providers  |           | X         | I,P     |
| Excellent IT skills, in particular Microsoft Office and CRM databases   | X         |           | A,I,P   |
| Excellent written and verbal communication skills, with the ability to communicate effectively in a wide range of media and audiences | X         |           | AI      |

\*Tested – A (application), I (interview), T (test or Assessment), P (through performance reviews including probation, 1:1's and PDR)

## Section 9 – Additional Information and Requirements

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| <b>Confidentiality</b>                   | Ensure that essential information of a sensitive and/or personal nature is not disclosed to, or discussed with, inappropriate persons and that all information is maintained in accordance with the GDPR and other related legislation/requirements.   |
| <b>Equality, diversity and inclusion</b> | <p>Ensure all duties are carried out in a manner which promotes the MS Society's equality, diversity and inclusion policies and practices.</p> <p>As a charity whose primary focus is to support and improve outcomes for those with a disability, we expect all colleagues to be curious and innovative in identifying and removing any barriers experienced by those with disabilities whilst working with us.</p> |
| <b>Health &amp; safety</b>               | Promote a health and safety culture, observe all health and safety rules and procedures and complete training courses, as required.  |
| <b>Safeguarding</b>                      | MS Society are committed to recruiting with care and to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this  |

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|  | commitment. Background checks and Disclosed Barring Service checks will not be required for this role.   |
| <b>Digital, data and Technology</b>                                      | Competently utilise technology to perform the role including internet-based voice and video calls, Microsoft Office applications, the MS Society intranet, human resource and finance systems, case management system software and other bespoke MS Society software and applications. |
| <b>Key contacts/relationships</b>  | All teams across the organisation who use or rely on the services of the department.<br>*Service Users<br>*Supporters<br>*Members of the public<br>*Third party service providers  |
| <b>Unusual specific physical/mental demands associated with the role</b> | N/A  |
| <b>Travel requirements</b>   | To be prepared to travel to meetings across the UK and be away from home overnight as the job reasonably demands.  |
| <b>Unsocial hours</b>  | Weekend and out of hours may be required occasionally  |

**Last updated 13<sup>th</sup> January 2025**