



Job Title: Helpline Supervisor

Reporting to: Nurse Advisor/Helpline Manager

Direct Reports: Helpline Advisors

Job Purpose:

To supervise the day to day activities of the Helpline to ensure an accurate, timely and customer centred approach to the information that is disseminated both to the allergic community and general public.

Whilst supervisory responsibilities make up the majority of this role, you will be required to staff the helpline during particularly busy periods or when cover is required, including telephone, web, email and administrative support.

Key Accountabilities:

1. Supervise the performance and development of the team to ensure that the overall objectives of the organisation, and their individual objectives are achieved.
2. Contribute to the development and management of training, performance targets and budget.
3. Produce reports and statistics, as requested that will assist with the work of the charity and the wider team.
4. Provide support to relevant projects as requested.
5. Oversee the gathering of relevant data for the database ensuring that it is accurate, up to date and relevant.
6. Ensure that appropriate health and safety issues are addressed, as affecting the immediate team and wider organisation.
7. To provide information via our telephone helpline and respond to emails received, ensuring we offer appropriate supporting information and contacts as required
8. Reception - direct telephone calls to appropriate departments
9. Redirect emails that come into the Information inbox to appropriate staff
10. To respond to enquiries received from various diagnostic bodies seeking help, advice and follow ups
11. To interact with service users through all mediums of communication, including webchat and the forum, providing appropriate support and information
12. Record all patient information on our database, ensuring the Data Protection Act and any other relevant legislation is followed at all times
13. Assist with the identification for the use of the translation card and complete its manufacture
14. Manage the "Alerts" system between manufacturers, the allergic community and general public.
15. Conduct Forum Moderation as required.
16. Opening incoming mail and franking and sending mail out

This job description is non-exhaustive, and is subject to regular review with the post holder and amended in line with the needs of the organisation.



Person Specification

Education and Qualifications

Essential

Relevant management/supervisor training – e.g. appraisals, managing conflict, health and safety

Desirable

Allergy knowledge (with commitment to develop this to diploma or equivalent level)

Knowledge of regulations and legislation relating to allergic disease and the areas impacted, e.g. food labelling

Health and well-being qualifications

Experience

Essential

Experience of supervising team members and managing performance on a helpline or equivalent

Experience of customer relations

Desirable

Data evidence and measuring performance experience

Cross-service area working

Training in safeguarding vulnerable adults and child protection

Skills and Knowledge

Essential

Ability to supervise a small team.

A competent and credible communicator to various audiences.

Ability to generate empathy with others.

Behavioural Competencies

Leading and Supervising

Adapting and Responding to Change

Delivering Results and Meeting Customer Expectations

Planning and Organising

Working With People

Persuading and Influencing

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