

AllergyUK

Job Title: Helpline Manager

Reports into: Operations Director

Direct Reports: Helpline Supervisor and Helpline Advisors x 3

Main Role:

1. To lead the Helpline team in all aspects of the operational delivery of the charity's Helpline strategy. Provide effective line management for the Helpline Team and contribute to the development of the Helpline strategy.

Key responsibilities will be:

1. Leadership and line management of the helpline team, including the delegation of work on a day-to-day basis.
2. Manage the performance and development of the Helpline team to ensure that both the overall objectives of the organisation and individual objectives are achieved.
3. Ensure that the training needs of the Helpline team are identified and met via internal mentoring/coaching and/or external courses/workshops.
4. Attend internal and professional meetings as appropriate for professional development
5. Represent the Helpline team at operational management level.
6. Liaise with Allergy UK's Head of Clinical Service and Health Advisory Board as required
7. Ensure all GDPR requirements are adhered to, providing advice and support to the wider team as required.
8. Act as a role model to all staff, service users and the public at all times
9. Lead the Helpline staff recruitment and selection processes.
10. To assist with the smooth and efficient running of the Helpline ensuring that efficient systems, processes and performance measures are in place
11. Develop and implement service quality assurance methods and routinely report on performance.
12. Implement best practice industry methods, to provide high quality services to helpline service users
13. Act as budget holder for the department, ensuring that all expenditure is in line with that budgeted, and any adverse variances are promptly addressed.
14. Provide a Helpline performance report for the Executive Leadership Team / Board of Trustees on a quarterly basis.
15. Ensure that any health and safety issues are promptly addressed.
16. To undertake other relevant duties as appropriate when required.

Person Specification

Education and Qualification

Essential

lived experience of working on a Helpline

Desirable

Safeguarding - Children and Adults Not needed

Experience

Essential

Previous Helpline experience

Leadership/line management experience

Desirable

Previous experience working for a Charity

Skills and Knowledge

Essential

Proven ability to work well with multidisciplinary teams.

Proven ability to talk with distressed patients and sufferers of allergy.

A credible communicator at different levels of the organisation, with professional bodies and the general public.

Innovation and the ability to progress ideas into action.

Strong organisational ability.

Leadership skills and demonstrating leadership behaviours

Listening and communication skills with staff, service users and their families

Planning, prioritisation and organisation skills

Critical thinking, analytical and problem-solving skills

Skills in relationship building, conflict resolution, and negotiation skills when dealing with difficult or challenging situations.

Flexible attitude to working

Ability to motivate self and others

Desirable

Project management skills.

Behavioural Competencies

Applying Expertise and Technology

Presenting and Communicating Information

Formulating Strategies and Concepts

Analysing

Relating and Networking

Leading and Supervising