

T038 Job Specification

Job Details			
Title:	Client Services, Team Assistant	Job Type:	Part-time, Permanent
Location:	Westcliff-on-Sea	Reporting to:	Client Services Team Lead
Hours:	Part-time (20-25 hours)	Salary Range:	£13,260-£16,575, depending on hours

Responsibilities
Overview At Doris Jones, we believe in delivering care as it should be. Every phone call, email and conversation has the potential to make a real difference to a client or family during an important time in their lives. As a Client Services Team Assistant, you will play a vital role in supporting our Client Services team to deliver an outstanding experience for every client and their family. You'll be the friendly, professional voice of Doris Jones, ensuring enquiries are handled efficiently, records are maintained accurately and communication flows seamlessly between our office teams and care staff. This is a varied role that combines customer service, administration and problem solving. We're looking for someone who enjoys working with people, thrives in a busy environment and takes pride in making things happen behind the scenes. You'll also have the opportunity to help us embrace new technologies, including AI and automation, to continually improve the way we work. • Client Services ○ Assist new enquiries and guide clients through the onboarding process ○ Respond to enquiries from clients and their families via telephone, email and in person, providing a warm, professional and empathetic service ○ Create, maintain and archive all client records as required ○ Support with the 'waiting list' of potential clients ○ Assist the team with Client Services documentation/administration ○ Ensure effective communication of client-related matters between departments as appropriate ○ Monitor the Client Services Inbox and action messages as appropriate ○ Log and process compliments and pass onto relevant department and staff • Carer Communication ○ Communicate client related matters outwardly to care team swiftly and efficiently ○ Record and action calls/emails/texts from care team as appropriate ○ Help ensure carers have the information they need to provide exceptional care • Compliance ○ Maintain accurate records for all clients ○ Maintain Health & Safety as required ○ Contribute to maintaining our high standards of quality and regulatory compliance • Operations ○ Help ensure the consistent delivery of outstanding care through our EAISB ("Everything As It Should Be") systems and processes ○ Maintain a safe, organised and welcoming office environment

- Coordinate office supplies and routine stock orders
- General office administration
 - Support the team with phone answering and recording messages, meet and greet visitors, incoming post and general communication
 - Maintain spreadsheets and databases with a high level of accuracy
 - Audit files and records to ensure information remains complete and up to date
 - Prepare and organise documents, reports, and presentations for team meetings
 - Assist in coordinating team events, trainings, and other activities
- Other
 - Work collaboratively with colleagues across the business. Assist other functional areas as required
 - Maintain general procedural records

Required skills/attributes

We're looking for someone who enjoys helping people, takes pride in delivering excellent service and wants to make a genuine difference to local families.

You will be able to demonstrate:

- Previous experience in an administrative, team or personal assistant or coordinator role.
- Excellent verbal and written communication skills, with the ability to build positive relationships with clients and colleagues. We're often the main point of contact for our clients, their families and a whole host of other healthcare professionals so you'll talk to a range of people.
- Strong IT skills and confidence using Microsoft Office (Word, Excel and Outlook), with the ability to learn new systems quickly.
- An interest in Artificial Intelligence (AI), automation and new technology, with enthusiasm for finding smarter ways of working.
- A caring, empathetic and professional manner, recognising that many of our clients and families may be navigating challenging situations.
- Discreet and trustworthy, able to handle confidential information with professionalism and integrity.
- Highly organised, with excellent attention to detail and the ability to prioritise tasks effectively.
- Self-motivated, able to work under pressure and exercise clear judgement while also working effectively as part of a team.
- Smart, business-like personal presentation.

Our Interview Process

Our recruitment process is designed to help us get to know you, while giving you the opportunity to get to know us, our culture and the role. The process includes:

- **An initial telephone call** with our Operations Manager to discuss your experience, the role and answer any initial questions.
- **A first-round interview** where you'll meet members of the team, learn more about the role and complete a short practical task to demonstrate your approach to everyday administrative work.
- **A final interview** with our Registered Manager to explore how your customer experience skills and values align with Doris Jones as a business.

Other details

Pay rate:	£13,260-£16,575, depending on hours
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Hours:	20 - 25 hours per week, Monday to Friday
Holiday:	28 days paid holiday, including Bank Holidays plus extra day for your birthday (pro rated to hours worked)