

**Frontline administrator**

**(2 roles or job-share)**

**Context of role:** Administration and support for users of a digital referral and signpost platform

**Reporting to:** Business Development Lead

**Hours:** 15 hours per week or 30hr job share, 1 year fixed term contract with potential for extension. Potential to work from home or balance office and home working after becoming confident in the role. Covering 9.30am to 4pm Monday to Friday

**Location:**  Saffron Walden

**Salary:** £8,885 per year for 15hrs a week

**Application process:** Submit completed application form by email together with **covering letter** to [kate.robson@frontlinereferrals.org.uk](mailto:kate.robson@frontlinereferrals.org.uk)

Application deadline 9am 25th July, 2022

**Interview date:** Week commencing 25th July, 2022

**About Frontline Referrals Limited**

‘Frontline’ is a trusted, secure digital platform which does three things:

* At a local level it is a ‘living’ library and shop window of community support and wellbeing services across a district
* It enables services and members of the public to signpost and securely refer into services
* Ensuring that no referrals are missed Frontline provides a real-time feedback loop on referrals made.

At the moment we serve districts within Essex, Hertfordshire and the whole of Northumberland. The Frontline app - ‘Frontline Referrals’ - is freely available on all Android and IOS devices.

Frontline Referrals Limited is a non profit company that is owned and controlled by Uttlesford Citizens Advice. Employment contracts will be with Uttlesford Citizens Advice.

**Want to chat about this role?**

If you want to chat about the role further, you can contact Amy on 01799 618842 or Kate on 01799 526557 or email amy.rowson@frontlinereferrals.org.uk

  **Role profile**

User Support

* Respond to the Frontline telephone number during working hours, e.g. requests and queries from service users, providers and members of the public
* Monitor and respond promptly to the Frontline email account during working hours
* Provide support and training as appropriate to service users, e.g. help them with log-in issues, accessing referrals, adding new services, adding or removing users etc, in line with Frontline’s joining criteria
* Build and maintain professional and productive working relationships with colleagues, users and services.
* Work with local users and other community networks to ensure that local service provision is accurately reflected on Frontline libraries in a timely, proactive manner.
* Become familiar with services in all areas and research potential new organisations to fill gaps in local Frontline libraries

User Administration

* Check amendments to existing services (including language/ context/ appropriateness)
* Ensure that information on users, services and organisations is up to date
* Ensure that referrals made by service users or members of the public (‘call back’ requests) are dealt with in a timely manner as specified in Frontline’s terms and conditions
* Draft monthly/quarterly news updates for distribution to users
* Maintain appropriate notes on Frontline regarding all administration/support of users so as to avoid unnecessary duplication.

Other Tasks

* Attend community partnership meetings (mostly online) to represent Frontline, provide updates to the forums and gather new information to feed back to Frontline team
* Become familiar with services in all areas and research potential new organisations to fill gaps in local Frontline libraries
* Help with compiling data reports, graphs - confidence with excel would be helpful
* Attend Frontline team meetings to share good practice, discuss user issues and consider system improvements etc
* Support activities that target underused Frontline accounts
* Complete annual service user survey and feedback to Business Development Lead
* Complete an annual audit with services and referral providers to ensure that details on Frontline are correct, admin details are current and Users are still valid.

  **Person specification**

* Excellent communication skills, both oral and written, builds rapport easily
* Strong IT skills – i.e confident/experienced in using Word, Excel and Powerpoint and comfortable learning new systems
* Flexible approach and willingness to work as part of a team, has ‘can do’ attitude
* Able to work on own initiative, sets high standards of delivery, prioritises own work, meets deadlines
* Knowledge of data protection legislation would be an advance but training will be given
* Previous administration experience preferred but not essential
* Experience with handling and reviewing data would be an advantage
* Able to research and probe information, seeks solutions
* Understands and is committed to the aims and principles of Frontline and the wider principles of Citizens Advice.

<https://essexfrontline.org.uk/>

<https://hertsfrontline.org.uk/>

<https://northumberlandfrontline.org.uk/>

<https://www.frontlinereferrals.org.uk/>

UttlesfordCitizens Advice is committed to providing a supportive and inclusive culture.

We recognise the positive value of diversity, promoting equality and fairness, and challenging discrimination.

We welcome our legal duties not to discriminate as a service provider and an employer. We aim to go beyond the narrow scope of legislative compliance and follow best practice, making equality, fairness and diversity a fundamental part of all our activities.

We recognise people with different backgrounds, skills, attitudes and experiences bring fresh ideas and perceptions, and we wish to encourage and harness these differences to make our services more relevant and approachable.

Uttlesford Citizens Advice will not discriminate or tolerate discriminatory behaviour on the grounds of race, colour, sex, gender identity (transgender), disability, nationality, national or ethnic origin, religion or belief, marital / partnership or family status, caring responsibilities, sexual orientation, age, social class, educational background, employment status, working pattern, trade union membership or any other factor.