

Evaluation Date	
Grade	

JOB DESCRIPTION

Job Title:	Active Communities Advisor	Reports to:	Active Communities Manager
Department:	Active Communities	Location:	Vantage Point
Work Pattern:	Full Time	Contract Status:	Permanent

BACKGROUND

We want enthusiastic and energetic people who will create a great experience for our customers and share the following values. Edinburgh Leisure **makes a positive difference** by:

welcoming all,
each one of us **caring** about what we do,
being **passionate** about how we do it,
and feeling **proud** of what we achieve

JOB PURPOSE

You will support the delivery of Active Communities projects by dealing with participant referrals and customer enquiries to ensure people access the right service to meet their needs.

KEY RESULT AREAS	
Key Responsibility	Expected time spent (%)
1. Respond to day to day general enquiries from participants, partners and colleagues. You will need to be able to deal with enquiries effectively and efficiently to deliver a person centred service.	20%
2. You will actively maintain a wide knowledge of our projects and services, and know where to find information quickly to deal with enquiries appropriately.	10%
3. You will process referrals effectively to ensure people access the right service to meet their needs. This will include: <ul style="list-style-type: none"> a. Access referrals through a range of methods e.g. emails, website, post etc b. Motivational conversations with participants c. Arranging One to one appointments and follow up sessions d. Contacting participants who miss appointments 	30%
4. Ensure all participant information is accurately captured and stored securely in the Active Communities database. Ensure database is maintained and kept up to date.	20%
5. Carry out general administration duties to support the Active Communities team e.g. type up actions/flipcharts, booking rooms, ordering, collating data and usage reports etc.	20%

RESPONSIBILITY FOR RESOURCES	
Responsibility for staff:	Nil
Salary bill for all staff reporting:	Nil
Responsibility for finance and level of financial control:	Will have responsibility for ordering via Tech One.
Responsibility for Physical Resource:	Safe storage and ordering of Active Communities shared marketing resources (e.g. leaflets)
Responsibility for Data and Information:	Access to Active Communities participant records. Ensuring Active Communities data base is maintained. Responsible for handling confidential information in a safe and secure manner.

GUIDELINES AND EXPECTATIONS

Authorities & Limitations

- You are responsible for processing referrals effectively to ensure people access the right service to meet their needs.
- You will manage your time and tasks to ensure that enquiries are responded to within agreed timescales that meets customer expectations.
- You will use your knowledge and expertise to ensure conversations with participants are motivational and purposeful.
- You will know when to escalate issues to your line manager.
- You will correctly identify the nature of each enquiry and ensure it is dealt with effectively.
- You will build up a knowledge of Active Communities projects and Edinburgh Leisure services to ensure participants can access the right services.
- You must work within agreed policies and procedures, and you will have access to your line manager for support.
- You have the responsibility for managing your own workload to achieve the goals agreed by your line manager. You will be expected to keep your line manager informed during regular review meetings.
- Maintain ongoing CPD required for your role.

Communication & Representing The Organisation

- Confidently express your opinion to support continuous improvement of the Active Communities referral process.
- You will be required to share information in a variety of different formats (e.g. usage reports, graphs, evaluation reports).
- Interact with your customer, colleagues, volunteers and visitors in a positive, confident and helpful manner.
- You will respond to a variety of enquiries and contact participants via a range of methods e.g. email, web, telephone.
- You will be required to have excellent communication skills and a genuine enthusiasm for helping people get active.
- You will need to be confident speaking on the phone to participants and partners, with strong attention to detail.

Safeguarding Our Customers

Take an active role in your safety, and the safety of your team, and your customers. Don't interfere with any equipment designed to preserve life. Take action to fix or report any potential hazard.

You must understand and fulfil your role (following training) in:

- Edinburgh Leisure's Health and Safety policy
- Edinburgh Leisure's Child Protection policy
- Your venue's Emergency Action Plan (EAP)
- Your venue's Normal Operating Plan (NOP)

You are expected to operate within and meet the needs of the Equalities Act.

Problem Solving
<ul style="list-style-type: none"> • Deal with enquiries effectively and in line with Edinburgh Leisure's Values, feeding back to Development Officer as appropriate. • You will support customers to identify the best options for them. This involves asking participants about their needs and speaking to relevant colleagues to ensure people access the right service. • Know when to escalate issues to Active Communities management should you be unable to resolve or respond to enquiries.

Impact On Organization
Through administering efficient processes and procedures you will enable people to access the right services to improve their health and wellbeing.

JOB DEMANDS	
Physical	You will be predominately office based. You may be required to collate resources for Active Communities programmes and outreach.
Mental	<p>This role requires alertness and professionalism as you need to be able to respond to all people and situations appropriately.</p> <p>You will need to be able to respond quickly and effectively throughout your working day potentially managing a number of conversations or enquiries at the one time.</p> <p>The work requires a lot of concentration, accuracy and attention to detail.</p>
Emotional	You are expected to always act in a professional manner; you may be faced with challenging situations and will need to be able to deal with these appropriately.
Environmental	You will be based in an open plan office and may be required to work evenings and weekends to suit the needs of the business.

PERSON SPECIFICATION

Factor	Essential	Desirable
Qualifications and Attainments:	A good secondary education or equivalent work experience	Evidence of CPD, such as MS Office training
Knowledge and Experience:	<p>Demonstrable experience of working in a customer service role and the ability to deal effectively with challenging customers</p> <p>Numeracy – able to analyse and interpret numerical data.</p> <p>Literacy – able to read, interpret, understand, analyse and produce written documents.</p>	<p>Knowledge of Edinburgh Leisure products and services</p> <p>Some experience in an office environment.</p> <p>Experience of computerised systems e.g. point of sales system or similar</p> <p>Understanding of the issues that vulnerable people face when getting active (e.g. people with health conditions, people on low</p>

	Computing - able to use MS Office (Word, Excel and Outlook) or similar.	incomes) Motivational Intervening skills Experience providing Brief Advice
Additional Requirements	Refer to the Essentials framework.	

DISCLOSURE/PVG REQUIREMENTS
<u>Basic Disclosure</u>

I have read and understand this job description and I am clear about what is expected of me in this job.

Signed

Date