



ProMo Cymru Trading Ltd

Everything starts with a conversation

Job Description – Helplines Support Officer (HSO)

Salary:	£18,411 – £22,769 pa
Location:	ProMo-Cymru office and/or home working
Hours of work:	Flexible – to be agreed
Holidays:	25 days pa
Probationary period:	6 months
Length of Contract:	Permanent
Responsible to:	Helplines Operations Manager (HOM)

Vision:

ProMo-Cymru works to ensure young people and communities are informed, engaged, connected and heard.

How We Work:

We work collaboratively to make links between people and services using creativity and digital technology. Supporting the third and public sectors to imagine, test and create better services.

ProMo works with communities through communications, advocacy, cultural engagement, digital and media production. Our work is informed by over 20 years of delivering digital youth information projects. We share this knowledge through training and consultancy, forming long term partnerships to benefit people and organisations.

ProMo is a registered charity and social enterprise; our profits are invested back into our community projects.

Job Purpose:

As a valued member of the Social Action Team you will deliver rights based and person-centred information, advice, assistance and advocacy helpline services to children, young people parents, carers and professionals – including Meic/BVC/CVAG/GATA

You will:

- facilitate the securing of people's rights and entitlements
- empower and enable people to make informed decisions
- equip people with skills and information to make changes in their lives
- assist in promoting people's resilience and health and well-being
- enable people's voices to be heard to influence change and make a difference

For further information please visit:

ProMo-Cymru: www.promo.cymru,

Meic: www.meic.cymru,

BVC: <http://bridgendvoiceandchoice.cymru/>

CVAG: <http://cvag.cymru/>

GATA: <https://gata.cymru/>

Specific Responsibilities:

1. Helplines Administration

- i. Be the single point of contact for incoming and outgoing communication flows
- ii. To manage communication flows as required
- iii. Maintain recording systems ensuring records are up to date, accurate, secure and GDPR compliant
- iv. To collect and collate quantitative data from data collection sources for monitoring and reporting purposes and as otherwise required
- v. To work alongside colleagues and facilitate the secretariat, organisational planning, coordination, and logistics of in person and online meetings, events, communication requirements
- vi. To be the single point of contact for dealing with call handling and other day to day technical glitches – resolving these wherever possible, or passing them on to others for resolution
- vii. To ensure stock control, purchase, and invoicing systems and records
- viii. Coordinate and manage social action marketing merchandise and literature logistics

- ix. Be aware of, and comply with, current safeguarding procedures and data protection regulations.

2. Collaboration and promotion

- i. To foster and sustain good working relationships with other groups, services and agencies
- ii. To liaise with and communicate effectively and professionally with a wide range of individuals, professionals, and disciplines
- iii. To maintain and promote a positive profile of ProMo-Cymru's services to the external world
- iv. To promote and raise awareness of ProMo-Cymru's services to the external world
- v. To organise displays and exhibitions and participate in / at events where appropriate and as required
- vi. To disseminate literature and merchandise where appropriate and as required
- vii. To maintain and adhere to appropriate professional boundaries

3. Learning and Development

- i. To take up and engage with arrangements for support and supervision, and appraisal
- ii. To attend, participate and engage with training, team meetings, and any other relevant and appropriate internal meetings, as required
- iii. To work autonomously and as part of a team
- iv. To be responsible for your own learning and development alongside provision made by ProMo-Cymru
- v. To be responsible for your own health and safety, and well-being alongside provision made by ProMo-Cymru
- vi. To support your colleagues and engage in shared learning
- vii. To be aware of and adhere to all policies and procedures
- viii. To be aware of and adhere to all policies and procedures, and the Advisers' Handbook

The post-holder will be expected to undertake any other reasonable duties and tasks as requested and required, but which may not be specified within the job description.

This job description may be subject to review and changed to include such duties and responsibilities as are determined in consultation with the post holder. It is not intended to be rigid or inflexible but should be regarded as providing a framework within which the individual works.

Specification – Helplines Support Officer

Requirement	Essential	Desirable	How Identified/ Assessed
Education/ Qualifications:	Your past, recent and on-going learning and professional development relevant to this post		Application form
Understanding / Awareness / Knowledge:	<p>Your understanding awareness, and knowledge in respect of the relevance of:</p> <ul style="list-style-type: none"> - the UNCRC - Social Services and Well-Being Act <p>Your understanding awareness, and knowledge in respect of the relevance of policy relating to:</p> <ul style="list-style-type: none"> - mental health and emotional well-being - austerity, poverty and deprivation <p>Your understanding awareness, and knowledge in respect of services and resources available to meet a wide range of needs</p> <p>Your understanding awareness, and knowledge of advocacy</p>		Application form and interview

Skills/Abilities:	Good ICT skills Good interpersonal and organisational skills Good time and self management skills	Ability to communicate through the medium of Welsh	Application form & interview
Experience	Administrative experience Experience of planning, coordinating, managing administrative tasks Experience of using range of ICT systems, platforms, and tools		Application form & interview
Attributes / Qualities:	Rights - based Value - based Self awareness Flexible, agile, reliable, resilient		Application form & interview
Other requirements:		Ability to drive, access to personal mode of transport, clean license	Application form