

Job Description – Blind Veterans UK

Job title: Member Support Assistant
Reports to: Senior Member Support Executive
Department: Membership
Location: London
Last updated: October 2017

Job purpose

To provide an excellent first point of contact and experience for new applicants for membership, in line with Blind Veterans UK's customer care/experience standards, and co-ordinate all administration relating to the admissions process.

Dimensions

This post will work with a large degree of autonomy on a day to day basis, in line with the charities customer care/experience standards. The post holder is responsible for managing their own workload, under the direction of the Senior Membership Support Officer, in response to enquiries and applications from potential members and third parties.

Main accountabilities of the post

1. Work as part of the Customer Care team to provide excellent customer care/experience to applicants for membership.
2. Co-ordinate admissions for all applicants for membership to Blind Veterans UK including referrals from the public, Social Services and other agencies. Distributing application packs and accurately inputting all new applicants' details on to the database to ensure an effective admission process and a positive experience for applicants.
3. Respond promptly, effectively and with an emphasis on customer service to inbound enquiries via the Information Service,
4. Liaise with the Ministry of Defence and ophthalmic secretaries across the UK in order to verify Service history and obtain ophthalmic reports to ensure all applicants meet Blind Veteran UK eligibility.
5. Maintain the diary for and host ophthalmic clinics including providing administrative and secretarial support to ophthalmic consultants, greeting applicants, Members and other beneficiaries and booking appointments to ensure that the clinic operates effectively.
6. Book transport and accommodation and process applicants' travel expenses, ensuring the transport needs of disabled people are met to ensure the provision of timely and effective service.
7. Liaise with other areas of the charity, Blind Associations, Social Services, Hospitals, Service and ex-service organisations regarding the admissions process ensuring that accurate and up to date advice and guidance is provided.
8. Maintain contact with potential applicants on a regular basis, including responding to queries received via the information service in order to provide accurate information and advice.
9. Co-ordinate the review process, including liaising with applicants and ophthalmic departments to ensure continuation of care in the initial stages.
10. Undertake any reasonable tasks from time to time at the Senior Member Support Officer's request.

Additional responsibilities

11. Attend in – house and relevant external training courses, as agreed with line manager. Practice and comply with all aspects of Health and Safety at Work Act 1974 and the Charity's Health and Safety policies.

Autonomy and decision making

12. The post is largely self-directed on a daily basis in terms of prioritising workload, time management and assessing applicant suitability but will receive guidance and support

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from the Senior Member Services Officer. The post holder will work in line with the organisations Engagement and Customer Care/Experience strategies.

Work context

13. Predominantly office based in London, there is a requirement for regular national travel to attend Reunions and training courses with possible overnight stays.

Main Areas of Difficulty

14. Ensuring all deadlines and targets are met.
The role can be emotionally demanding as a significant number of telephone calls are received on a regular basis from distressed individuals. Contact with old, frail, disabled people can be challenging and complex.
The post can be physically demanding as it involves provided sighted guidance to visually impaired people with varying levels of ability and pushing wheelchairs where necessary.

| Person Specification | | |
|---------------------------|--|--|
| | Essential | Desirable |
| Knowledge | Principles of customer focus and customer care | <ul style="list-style-type: none"> Working knowledge of The Armed Forces and vision impairment |
| Skills | <ul style="list-style-type: none"> Articulate with excellent verbal and written communication skills Good interpersonal skills Good organisational skills Proficient user of Microsoft Word, Excel and Outlook Ability to set priorities and manage time effectively Experience of accurate data entry | |
| Qualifications | <ul style="list-style-type: none"> Good general level of education | |
| Experience | <ul style="list-style-type: none"> Managing needs of people with a variety of physical disabilities. Prioritising conflicting objectives Working in a customer service/care environment | <ul style="list-style-type: none"> Third sector/charity. Experience of compiling reports |
| Personal qualities | <ul style="list-style-type: none"> Empathy with visually impaired, disabled and elderly people and their families Customer centric Approachable and personable Decisive Patient Proactive Resourceful Collaborative Empathetic Flexible Tactful and diplomatic Prepared to travel and be away from home overnight when necessary | |

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Additional Information

This job description is a guide to the work the job holder is required to undertake. It may be changed from time to time to meet challenging circumstances. It does not form part of the Contract of Employment.