



Job title: Customer Services and Central Administration Officer

Location: MS Cymru Office (Cardiff – Wales)

Reports to: Country Director for Wales (with a dotted reporting line to the Customer Services and Central Administration Manager)

Introduction to multiple sclerosis and the MS Society

Over 130,000 of us in the UK have multiple sclerosis (MS). It's unpredictable and different for everyone. It's often painful and exhausting, and can cause problems with how we walk, move, see, think and feel. It can make it hard for us to work, and do the things we enjoy. But it doesn't have to be this way.

We're the MS Society – a community of people living with MS, scientists, campaigners, volunteers and fundraisers. We understand what life's like with MS, and we support each other through the highs, lows and everything in between. And we're driving research into more – and better – treatments for everyone. Together, we are strong enough to stop MS.

Purpose

To provide a high level of customer service and support to our supporters, volunteers, groups, members of the public and internal customers. Contributing to overall implementation of the Engagement and Income Generation and Corporate Services directorates' objectives.

Key relationships:

Internal

The post holder works closely with:

- All teams across the organisation who use or rely on the services of the department
- Our Groups and volunteers

External

The post holder works closely with:

- Supporters
- Members of the public
- Third party service providers

Team structure



Key accountabilities:

Our Customer Service and Central Administration Officers will support delivery of our organisational strategy to deliver our strategic goals by:

1. Business plan implementation (95%)

- a) Provide a high level of customer service through all channels of communications
- b) Provide both an inbound and outbound telephone and reception service
- c) Deal with and respond to supporters, internal staff and the general public
Manage and maintain accurate supporter data
- d) Office Administration tasks
- e) Post Management

2. Location specific tasks

3. Team work (5%)

General

Our values

We expect everyone who works with us to model and promote our values:

Bold

We are brave and innovative. We're not afraid to take risks and speak out, even when it is not easy. We are pioneering and dynamic in our approach to achieving our goals. We will campaign and push boundaries, and will not give up until we have beaten MS.

Expert

People with MS are experts in their own condition. We bring together their own experience and knowledge, along with that of staff, volunteers and professionals, and the best available evidence, to improve the lives of people affected by MS.

Ambitious

We do not accept the status quo. We set high standards and work hard to reach them, driving real change. We push the boundaries and are positive about beating MS.

Together

We achieve success by working with the whole MS community. We are collaborative and inclusive in our approach to succeed in delivering our goals. Everything we do shows we support and care about each other.

Detailed Responsibilities

The responsibilities listed below summarise the broad range of tasks the team will need to provide. The % split of tasks is for the team as a whole, the actual splits carried out by each individual in the team will depend on the rotas developed by the managers and the location of the individual staff member.

1. Business plan implementation (95%)

- Planning work to ensure the achievement of deadlines
- Focusing work to deliver the team's business plan and contribute to the achievement of the Society's strategic aims and priorities
- Contributing to a clear focus on driving improvements in quality, impact and performance

1a Provide a high level of customer service through all channels of communications

- To respond to our supporters by any method of communication to nurture, build and maintain relationships, whilst delivering excellent customer service
- Work within set SLA's and standards for all services provided
- Ensure that all external or internal contact with the Customer Service team is dealt with in a way that either meets or exceeds the customer's expectations
- Undertake to deal with supporter or members of the public's feedback and complaints through to resolution
- Recording supporter data to enable us to have a full 360 degree view of their contact made with the charity

1b Provide both an inbound and outbound telephone and reception service

- Provide an excellent customer service focused inbound and outbound telephone service
- Provide reception cover for any of our offices as and when required
- Engage with supporters in ways that will encourage them to support us further now and in to the future

- Make telephone call returns when required
- Manage and maintain as required the telephone operating system
- To provide phone and service cover that mirrors our MS Helpline and Volunteer Support teams operational hours

1c Deal with and respond to supporters, internal staff and the general public

Take ownership and deal with all correspondence received including any feedback or complaints received, through to conclusion

- Promote, know, understand and respond to Gift Aid questions and queries and apply the scheme to any donations made by a supporter as appropriate
- Take and process credit and debit card donations made via the telephone or online in accordance with PCIDSS compliance
- To process donation receipts given via any method on to our database and then thank supporters appropriately via their preferred method
- To take, set up and process supporter donations made via direct debit
- Encourage and promote fundraising events and campaigning participation to our supporters and members of the public
- Assist with the collection, administration and management of direct debit and standing order donations

1d Manage and maintain accurate supporter data

- Using the database, record all contact made in to the department by our supporters and where possible the general public
- Make timely and accurate changes and updates to our supporters personal data via and on to our central database
- Collect and process data in line with GDPR regulations
- Maintain and manage accurate Gift Aid records for our supporters and encourage where applicable supporters to sign up to the scheme to maximise their donations

1e Office Administration tasks

- One a day-to-day basis, ensure that the offices are fully functional, consumables stocked, faults and enquiries resolved efficiently and generally kept in good order and compliant with Health and Safety requirements (including carrying out DSE assessments as required).
- Manage the petty cash in each office
- Ensuring that staff are equipped with the appropriate technology, faulty equipment is replaced, liaising with the ICT function to ensure that any faulty equipment is repaired and that the asset register is maintained.
- Book travel and hotel accommodation for staff and visitors
- Provide a central administrative service for the organization including organizing meeting room booking, supporting events and helping with bulk/personalised mailouts.

1f Post Management

- Ensuring that that all post is opened, sorted, scanned and distributed and that all organizational white mail received is processed, recorded and responded to.
- Providing an outgoing post and packaging services.
- Ensuring that the franking machine is kept topped up
- Maintaining all of our Freepost addresses across the organisation, including keeping them in a positive balance
- Ensuring that cash and cheques received in the post are batched in accordance with financial procedures

1g Location specific tasks

- Provide local information and advice to the rest of the organization
- Manage the social media channels and country specific elements of the website (Wales)
- Organise translations (Wales)
- PVG Lead Signatory Scotland, Recognised lead with body and main point of contact and processing of PVG returning (Scotland)
- Manage appointments for counselling and other services provided at the Belfast Resource Centre (Northern Ireland)

2. Team work (5%)

- Contribute to the work and success of the whole of the Customer Service and Central Administration team
- Contribute to a positive working environment in which equality and diversity are valued and staff are enabled to do their best

General

- Compliance with MSS's governance procedures, MSS policies and procedures
- Contribute to a positive working environment in which equality and diversity are valued and staff are enabled to do their best
- Contribute to the work of the broader team
- Responsible for the effective use of financial and other resources
- Compliance with GDPR & Fundraising Regulator rules and regulations
- Adherence to HMRC Gift Aid procedures when maintaining and collecting Gift Aid information

Other Duties

- To be prepared to work on a rota system with all other team member to provide services between 7am until 7pm Monday to Friday
- Occasional weekend work may be required in this role
- To be prepared to travel to meetings across the UK and be away from home overnight, as the job reasonably demands

- To undertake any other works as could be expected of a Customer Service officer

Person specification

In addition to demonstrating our core MS Society competencies that are listed at the end of this job description, the role requires knowledge and skills in the areas of:

Qualifications

Essential

- A levels/equivalent qualification or
- Relevant professional experience, which demonstrates equivalent academic skills.
- Evidence of continuous professional development.

Experience

Essential

- Experience of managing, maintaining and developing customer relationships
- Experience of working within a customer service environment
- Experience of writing relationship building communications
- Experience of dealing with and responding to multi-channel communications, including phone, email, face to face and social media
- Experience of dealing with and responding to complex complaints and feedback
- Experience of using databases to record information
- Experience, speed and accuracy when entering data
- Experience of working as part of a team to achieve yours and the teams aims and goals
- Experience of the processing and management of personal data under current GDPR regulations

Desirable

- Experience of Gift Aid and working to HMRC guidelines surrounding the scheme
- Experience of using social media channels to manage the delivery of customer service
- Experience of providing helpline type services via phone and email
- Experience of the processing and management of personal data under current GDPR regulations
- Experience of the collection, maintenance and administration of direct debit payments

Knowledge and skills

Essential

- Welsh speaker

- Demonstrable commitment to collaborative team work
- Demonstrable commitment to inclusive working, ensuring equality and valuing diversity
- Excellent interpersonal skills, and able to influence a wide range of stakeholders
- Excellent written and verbal communication skills, with the ability to communicate effectively in a wide range of media and audiences
- Excellent attention to detail when preparing information
- Good organisational and workload management skills
- Ability to maintain confidentiality of information held and processed
- Excellent IT skills, in particular Microsoft Office, CRM databases and telephone call handling software

Desirable

- Working with third party service providers

Employment terms

Grade: C3

Signed by post holder

Date

Signed by Executive Director

Date



MS Society Core Competencies

June 2020

Competence	Descriptor: behaviours that can be observed	Linked to BEAT values
Fosters co-production	<p>Acts with and for the MS Community, seeking the expertise of people living with MS to co-produce services and solutions.</p> <p>As a team manager, supports individuals to deepen their knowledge and understanding of the MS Community, sharing their own experience and examples of doing so.</p>	<p>Together</p> <p>Expert</p>
Open to change and innovation	<p>Challenges the status quo to find new and better ways of working, adapting and responding to change and learning from failure.</p> <p>As a team manager, supports and motivates team to try new things, pursue innovation that leads to better organisational outcomes, and share lessons from failures.</p>	<p>Bold</p> <p>Ambitious</p>
Sound decisions	<p>Makes timely decisions with appropriate information, balancing evidence and insight with appropriate risk assessment and action.</p> <p>As a team manager, makes and acts upon clear, transparent and timely decisions even in challenging circumstances, encouraging robust dialogue around assumptions and outcomes.</p>	<p>Ambitious</p> <p>Expert</p>
Collaborative	<p>Invests time and energy to establish trust and build positive working relationships with</p>	<p>Together</p>

working	<p>individuals and teams across the organisation.</p> <p>As a team manager, actively enables learning and working as a team, supporting the work of other teams and creating opportunities for cross organisational working.</p>	
Effective Communication	<p>Demonstrates active listening skills and communicates clearly and succinctly in a range of formats, tailoring messages to audiences as appropriate.</p> <p>As a team manager, engages team through seeking feedback, listening and responding to different viewpoints while ensuring everyone is clear about key messages, role expectations and organisational goals.</p>	<p>Together</p> <p>Expert</p>
Outcome focussed	<p>Focuses on impact and the priorities, resources and deliverables needed to achieve desired outcomes.</p> <p>As a team manager, maintains focus on successful outcomes rather than hours worked, empowering and trusting people to be responsible and accountable for their work.</p>	<p>Bold</p> <p>Together</p>
Inclusivity	<p>Treats people fairly and respectfully regardless of background, role or status, seeking to understand and incorporate different values and viewpoints into decisions and work.</p> <p>As a team manager, promotes an inclusive culture that recognises and values what each individual brings to the team, ensuring reasonable adjustments are put in place to support this.</p>	<p>Together</p>
Accountability	<p>Takes responsibility for work and personal actions; delivers on commitments, indicating where work is behind and help is needed, and acknowledges and learns from mistakes.</p> <p>As a team manager, sets and communicates clear expectations for self and others, speaks up and appropriately challenges when things aren't working and addresses</p>	<p>Bold</p> <p>Expert</p> <p>Ambitious</p> <p>Together</p>

	problems quickly and transparently.	
Tech Savvy	<p>Embraces rapidly changing technology solutions, and understands how technology improves delivery of goals and drives efficiency and effectiveness.</p> <p>As a team manager, creates opportunities to explore and learn about the changing technology environment, apply learning and champion digital innovation.</p>	<p>Bold</p> <p>Ambitious</p>