



JOB DESCRIPTION AND PERSON SPECIFICATION

- JOB TITLE:** Navigation Centre Coordinator
- Employed by:** Imago
- Responsible to:** Team Leader
- Working hours:** Full time or part time, Monday to Friday. Flexibility required as occasional evening or weekends needed

Background: Imago is a social action charity delivering an innovative range of services to individuals, voluntary and community organisations and private and public-sector agencies in Kent, East Sussex, Medway and London. Underpinning our work is a commitment to excellence, evidencing impact and safeguarding vulnerable people. We work with individuals, families, and communities to create change together.

Purpose of Role: To provide essential support to Imago delivery services through the central processing of communications and referrals. Deliver excellent customer service as a central point of contact.

RESPONSIBILITIES AND DUTIES

- Be the first point of call for communications, providing an excellent level of customer service
- Respond professionally to enquiries by phone and email, providing emotional support to callers where necessary
- Provide information, advice and guidance to clients, families and professionals
- Process incoming referrals and other forms; triage cases; confirm details and complete consent to access service where required
- Prioritise and allocate tasks to delivery team leaders and support coordinators
- Follow processes; maintain excellent records using a bespoke database; provide information and data for monitoring purposes
- Facilitate regular evaluation of services
- Carry out research to ensure we are offering a well-informed, high quality service
- Provide support to wider Imago teams as required
- Undertake relevant internal and external training
- Work with an understanding of issues relating to safeguarding, confidentiality and data protection; adhere to Imago policies and procedures



- Have a commitment to equal opportunities, ensuring services are accessible to all sections of the community

ESSENTIAL SKILLS AND EXPERIENCE

- Confident to communicate with clients, families and social care professionals by phone and email; professional tone
- Excellent customer services skills
- Proficient in using Microsoft Office suite, websites and experience of using a database
- Ability to follow processes; excellent data entry skills; good speed and accuracy; excellent written communication
- Ability to prioritise and swap between tasks while remaining focussed
- Ability to work independently and as part of a team; to meet objectives, achieve targets and work to tight deadlines
- Experience of general admin tasks, including scanning, photocopying, post management
- Good level of education, including English and Maths

Desirable Experience

- Experience of working in a social care setting
- NVQ Level 3 in Administration or Customer Service

Post is subject to references and a satisfactory enhanced
Disclosure and Barring Service check