

Role Profile

Part A - Grade & Structure Information

Job Family Code	6PE	Role Title	Information Officer ASC
Grade	PS6	Reports to (role title)	Contact Centre ASC Supervisor
		Directorate / School	Customer Service Transformation & Operations
JE Band	192-227	Service / Department	Customer Services
		Date Role Profile was created	Apr-25

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	<p>To enable residents to navigate Adult Social Care Services, access appropriate support and assessment from statutory, community and voluntary services and provide information and advice in response to telephone and electronic referrals and requests. To work with Advisory Officers and Supervisors to ensure residents who require protection from abuse and neglect are progressed and safeguarded accordingly.</p> <p>To identify individuals who may be in need of statutory support, and to ensure a safe and efficient handover to social care teams to progress a more detailed assessment of need. To offer robust signposting to community-based support to ensure individuals receive proportionate help to remain independent. To input accurately into data bases as per agreed policies and procedures.</p> <p>When appropriate, the role holder will also mentor newly appointed staff, to assist Advisory Officers and Supervisors, in their training and development</p>
Work Context	<p>Surrey County Council serves a population of 1.2 million The Information and Advice Team for Adults Wellbeing and Health Partnerships is embedded in the Customer Services Contact Centre and can expect to respond to more than 30,000 calls and 35,000 electronic referrals and requests each year. The Information Officer will triage and process referrals submitted via Adult Social Care Online, and manage customer contact via Live Web Chat and other accessible contact channels. The Information Officer will have strength based conversations with residents via telephone, to ensure targeted signposting can be provided, understanding the individuals' needs and strengths. They are responsible for delivering a timely, high quality, inclusive, resident focussed experience that meets the needs of our customers and aligns with service and organisational objectives. Prioritisation and accuracy of information obtained, will ensure those who require support receive this from the right service at the right time</p> <p>The Information Officer will work within Surrey County Council Contact Centre based in Dakota, Weybridge and will receive direct supervision from the Supervisor (Adult Social Care). The Information Officer will work within a team of Advisory Officers to ensure customers receive the support they need at the first point of contact. They will have access to confidential databases (Health and Social Care systems) in order to contextualise history, to create accurate and proportionate social care records, input electronically received referrals, and initiate requests for assessment.</p> <p>The ASC Information Officer will work to the detailed policies and procedures as defined by Customer Service Transformation & Operations Directorate and Adults Wellbeing and Health Partnerships Directorate and seek guidance on the management of risk and complaints where required from the appropriate manager. The ASC Information Officer will show resilience and be able to work effectively under pressure in a fast paced environment, with high contact demand.</p>
Line management responsibility if applicable	N/A
Budget responsibility if applicable	N/A

Representative Accountabilities Typical accountabilities in roles at this level in this job family	<p>Service Development</p> <ul style="list-style-type: none"> • Support the ongoing delivery of the service in line with agreed standards and performance measures. • Raise awareness of the service by assisting with relevant public relations activities. • Contribute to the ongoing improvement of systems and practices relevant to the service area. <p>Planning & Organising</p> <ul style="list-style-type: none"> • Assist in development and project work, working with other staff to provide information and feedback. <p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> • Maintain specialist archives or records relevant to the service area including supporting members of the public to access relevant services. • Maintain and input into relevant systems to ensure accurate and reliable information relevant to the service area. <p>Finance/Resource Management</p> <ul style="list-style-type: none"> • May provide or support the management and delivery of chargeable services. <p>Work with others</p> <ul style="list-style-type: none"> • Build effective relationships internally, externally and with members of the public to ensure high levels of customer service. • Provide advice and guidance to members of the public on specialist services, referring serious issues as necessary. <p>People Management</p> <ul style="list-style-type: none"> • May oversee and guide more junior staff sharing expertise and knowledge within the team. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety & Welfare: To work alongside colleagues in the maintenance of a safe working environment reporting incidents, accidents, repairs and maintenance promptly and taking appropriate action as required. Adherence to safe working under the health and safety policy is required.</p> <p>To have regard to and comply with safeguarding policy and procedure as appropriate.</p>
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	<ul style="list-style-type: none"> • Vocational Qualifications Level 2/3 or equivalent in relevant field with practical knowledge of the service area. • General knowledge of and interest in the specialist area including, where relevant, basic awareness of relevant legislation. • Good IT skills able to use databases to a high standard of accuracy. • Able to plan and prioritise own work in the context of conflicting priorities. • Ability to work effectively and flexibly as part of a team. • Ability to guide and support less experienced or more junior colleagues. • Effective written and oral communication and interpersonal skills. • Experience of providing high levels of customer care and professionalism to members of the public.
Details of the specific qualifications and/or experience if required for the role in line with the above description	<ul style="list-style-type: none"> • Minimum 5 GCSEs at Grade C or above, or equivalent, or able to evidence ability at an equivalent level. • Ability to apply relevant health and safety, equality and diversity, and other County/Service policies and procedures • Experience of working with the general public in an advisory role and /or working with individuals with social care needs and their carers. • Ability to travel across Surrey to attend appropriate training, supervision, or meetings. • Ability and willingness to work flexibly in order to provide a service, which will extend between 9.00am and 5.00pm. • The post will be subject to clearance by the Criminal Records Bureau -DBS Basic Check (to be applied for if appointed).

