



## JOB DESCRIPTION

Job Title: Turn2us Helpline Development Manager

Job Holder: Vacant

### Main Purpose of the Job

To plan and manage the development of the Turn2us helpline, delivered by a third party provider, and a range of projects to support the delivery of Helpline services.

### Position in the Organisation

**Reports to:** Turn2us Director

**Responsible for:** Customer Insight Officer – post currently vacant

**Main Relationships:** Turn2us team, Trustees, Helpline provider, suppliers, staff in Elizabeth Finn Care, partners and users of Turn2us

### Scope of the Job

- Manage the planning, development, monitoring and evaluation of the Turn2us helpline, delivered by a third party provider
- Manage the delivery of work commissioned
- Develop and manage a personal work programme
- Co-ordination with other bodies

### Duties and Key Responsibilities

#### a. Manage the planning, development, monitoring and evaluation of the Turn2us helpline delivered by a third party provider

- Plan, develop and cost the next phase of the Turn2us Helpline, ensuring the service meets the needs of its key audiences: individuals in financial need, intermediaries and charities
- Work closely with the Turn2us Helpline provider, ensuring the service is contract compliant, gives excellent quality, has in place effective systems, processes, policies and procedures leading to maximum impact and positive outcomes for customers.
- Develop and lead a programme of work with grant-giving charities and key stakeholders to ensure they are fully engaged with, and making optimal use of, the Helpline service.
- Develop, cost and implement tailored traded helpline services with individual grant-giving charities
- Work collaboratively with the Turn2us New Media Manager to ensure the website fully meets the needs of the helpline service.

- Lead on the evaluation of the Helpline and ensure that delivery of outcomes can be evidenced
- Develop and manage implementation of Helpline plans and ensure achievement of all activities and objectives, within agreed resources
- Ensure all compliments and complaints are fully recorded and timely and effective resolution of complaints is made.
- Produce and analyse service data and feedback from Turn2us customers and use to prioritise, initiate and coordinate improvements and developments within the helpline service
- Produce and present, to a range of audiences, concise reports and information on the helpline service
- Collaborate with members of the marketing and communications team on the Helpline's communications strategy to key audiences
- Track the achievement of agreed targets as set out in the business plan
- Monitor day-to-day income and expenditure relating to the work
- Ensure timely reporting to the Director on progress towards outputs and outcomes
- Ensure all activities are delivered on schedule and in line with regulations (e.g. Data Protection), good practice guidelines and Turn2us policies and principles

**b. Manage the delivery of work commissioned**

- Manage day-to-day relationships with commissioned bodies/suppliers and ensure all contractual procedures are followed
- Plan, manage and implement the commissioning of the national Turn2us helpline service

**c. Develop and manage a personal work programme**

- Develop month by month work programmes demonstrating how objectives will be achieved
- Deliver own responsibilities to time and to the highest standards
- Meet with the Head of Services to review progress and challenges
- Attend and participate fully in team and other meetings
- Maintain close communication with the other staff in Turn2us

**d. Co-ordination with other bodies**

- Liaise and develop collaborative working with key stakeholders to ensure the effective delivery of Turn2us helpline; including working with other national helplines, advice agencies, local authorities, relevant government departments, private and third sector organisations.
- To be the main point of contact for the Helpline provider, internal stakeholders, and partner organisations, including responsibility for ensuring issues arising are resolved in a timely and effective manner.

## **General requirements**

- These are the normal duties that Turn2us requires from the position. However, it is necessary for all staff to be flexible and all employees will be required from time to time to perform other duties as may be required by Turn2us for the efficient running of the charity. This Job Description is non-contractual; it will be reviewed from time to time and may be subject to change.
- The post holder will be responsible for implementing the Equality and Diversity Policy in daily activities wherever possible.
- The post holder will be responsible for their own health and safety and that of their colleagues, in accordance with the Health & Safety at Work Act (1974) and relevant EC directives.
- The post holder will need to ensure that their work complies with key legislation, such as the Data Protection Act and Charity Law.
- The post holder will need to ensure that they comply with the policies of Turn2us and EFC.
- The post holder will need to travel to meetings across the UK. The current helpline provider is based in Wales.

## **6. Dimensions and Limits of Authority**

- Liaison with key organisations connected to the work of Turn2us
- Liaison with suppliers
- Authorised to sign off expenditure up to £1,000

<b>Person Specification</b>		
	<b>Essential / Desirable</b>	<b>How measured (Application Form, Interview or Presentation)</b>
<b>Knowledge/Qualifications/Experience</b>		
Educated to degree level, or equivalent written and analytical skills	Essential	Application Form
Experience in planning, managing and/or commissioning information/helpline services	Essential	Application Form/ Interview/ Presentation
Working knowledge and proven experience of managing projects	Essential	Application Form/Interview/ Presentation
Working knowledge and experience of implementing services targeting the public	Essential	Application Form/Interview
Experience in planning and delivering customer service improvements	Essential	Application Form/ Interview/ Presentation
Experience of commissioning and managing suppliers	Essential	Application Form/ Interview
An understanding and commitment to promote equal opportunities and diversity	Essential	Application Form/ Interview
Experience of working collaboratively with other organisations and developing partnerships	Essential	Application Form/ Interview
Broad knowledge of the scope of the third sector	Essential	Application Form/ Interview
Experience of working within a team	Essential	Application Form/ Interview
Working experience of managing annual expenditure budget of £500,000+	Essential	Application Form/ Interview
Knowledge of welfare benefits and/or charitable grant giving	Desirable	Application Form/ Interview
PRINCE2 Foundation/Practitioners	Desirable	Application Form/ Interview
<b>Skills &amp; Attributes</b>		
Ability to plan, prioritise and deliver projects and a work programme to agreed deadlines	Essential	Application Form/ Interview / Presentation
Excellent written and verbal communication skills, with an ability to communicate with confidence to a wide range of individuals and	Essential	Application Form/ Interview / Presentation

organisations		
Interpersonal skills and the ability to build effective, collaborative partnerships with individuals and cross sector organisations	Essential	Application Form/Interview
Excellent analytical and numeracy skills with the ability to interpret data accurately and concisely in easily readable materials and reports	Essential	Application Form/ Interview /Presentation
A positive and energetic approach to problem solving	Essential	Interview/ Presentation
A commitment to very high standards of work and customer care	Essential	Application Form/ Interview
Highly motivated with an ability to work on own initiative and work proactively in key areas of responsibility	Essential	Application Form/ Interview
Ability to use MS office suite; including Outlook, Word, Excel, Microsoft Project and PowerPoint	Essential	Application Form/Interview
Ability to work flexibly and to travel to meetings across the UK	Essential	Application Form/Interview