

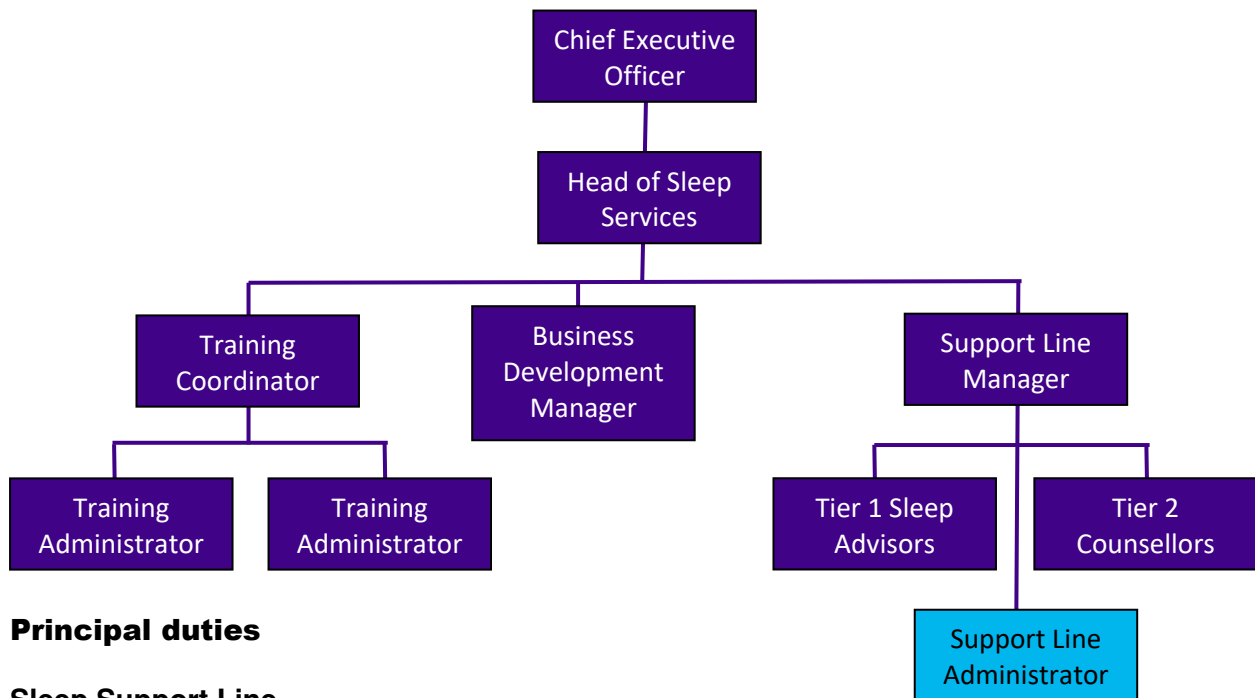
JOB DESCRIPTION

SUPPORT LINE ADMINISTRATOR

Purpose of the role

The purpose of this role is to provide administrative support to the Sleep Support Line, in collaboration with the Support Line Manager

Organisational position



Principal duties

Sleep Support Line

Provide administrative support to the Sleep Support Line with incoming queries and requests for support

Assist with logging case information in the CRM database

Support families with booking, rearranging, and cancelling appointments, and log actions in the CRM database

Assist with transferring cases between tier 1 and tier 2, as required.

Assist with referring cases to tier 2 sleep counsellors, once assigned by Support Line Manager

Support evaluation of Sleep Support Line by arranging evaluation calls with families who agree to be contacted

Feed into team meetings on current waiting times and common requests

Support reporting through accurate logging of incoming queries, new cases, and appointments

Support the Sleep Advisors with administrative tasks

Support keeping our shared resources up to date and stored correctly

Arrange and attend Support Line In-Person away days

Office Administration

Review emails coming into the Enquiries inbox. Reply or direct to appropriate areas, as required.

Other

This descriptor is a guide for the post holder but other appropriate duties may be necessary from time to time.

Values

Our people and our values are most important to us, so any member of our team must understand and live these values:

Tailored – We always put people at the centre of our work.

Humour – Great things can be achieved when we are happy and have fun.

Resilient – Flexibility, confidence and creativity turn challenges into opportunities.

Integrity – Passion and professionalism are vital for all involved in our organisation.

Value – Everybody deserves respect and we are enriched through our differences.

Empathy – Compassion and care are in everything we do.