

One Call Client Services Advisor



Job Framework

Job Title	Client Services Advisor	Cost Centre	21005
Location	Bristol (One Call)	No. of Direct Reports	0
Reporting to	One Call Team Manager	Budget (Y/N)	No

The Function

Marie Stopes UK is a reproductive health charity, best known for its abortion services which help 70,000 women a year. Our network of welcoming clinics and local community services, together with a 24 hour confidential helpline work, provide high quality, safe, accessible and compassionate advice, care and support for the women and men who need us. 95% of our services are commissioned by the NHS.

Our clinic network is growing as part of our strategy to be the charity of choice for the women and men who turn to us for help, and for our funders. Our influence is growing too, as we work to increase public and political understanding of the issues women and men face in making reproductive choices.

We're looking for people who share our drive to provide the best quality care to everyone who needs our services to join our committed teams of clinical, management and support staff.

We're proud to be champions for reproductive choice, and we work hard every day to make a reality of women's rights to decide whether and when to have children.

The Role

Reporting to a One Call Team Manager, the main purpose of the role is to take inbound booking calls from clients seeking termination of pregnancy and other related services and record all details on the client record system.

Key Responsibilities

Quality

- Consistently give an exceptional level of service to both internal and external customers. Ensure knowledge of Marie Stopes International and our services within the UK is maintained in order to provide full and non-biased information to our clients at all times.
- Remain non-judgemental and empathetic to clients seeking support from our Contact Centre Services.
- Maintain client confidentiality at all times, in line with MSUK procedures and the data protection act.

Communication

- Proactively anticipate and adapt to individual client needs.
- Keep up to date with business communications and adapt to changes that impact our services, contracts and policy updates.
- Take ownership of non-escalated complaints to resolution.
- Actively participate in team meetings to share best practice.
- Seek support and assistance either from the Team Manager, Call Coach, Call Specialist or for clinical queries One Call Nurses. Where there are safeguarding concerns with a client, raise these immediately with the One Call Safeguarding Leads.

Complete and accurate information

- Make appointment bookings by balancing client needs with appointment availability. Ensure the correct booking is made by developing and maintaining knowledge on MSUK's products knowledge, including a full range of services offered as well as MSI's goals, mission, competitive environment, organisation and structure.
- Make out-bound calls to clients to discuss pre-treatment consultation questions; current and future contraception information; and aftercare advice which will be recorded on the individuals electronic medical records.

Provide a seamless service

- Correctly enter all the client information, appointment booking or consultation details in to the system /

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database. Enter notes accurately reflecting each call ensuring a seamless service can be delivered upon the client's arrival at a MSUK clinic.

Problem Solving

- Ensure excellent attention to detail and be able to identify areas of improvement, especially processes that have a negative impact on client satisfaction.
- Offer constructive feedback and suggestions and embrace change.

Feedback

- Contribute fully and constructively in team meetings, performance feedback, coaching sessions and training courses / workshops.
- Be receptive to and act upon feedback and coaching.

Training

- Take ownership of own learning.
- Ensure all mandatory training is passed and maintained to ensure CQC compliance ie Safeguarding, IG, Health and Safety.

One MSUK

- Liaise with MSI centres on behalf of callers.
- Any other reasonable requests from Team Manager's, One Call Manager and / or One Call Director.

Experience (essential/desirable)

- Client/customer service skills (essential)
- Previous experience gained within a call / centre environment (desirable)
- Experience working to targets
- Previous experience in a healthcare environment (desirable)
- Ability to work as part of a team and liaise with people at all levels
- Excellent attention to detail
- Enjoy working as part of a team in a busy environment

Qualifications and Training (essential/desirable)

- GCSE (or equivalent) standard English language
- GCSE (or equivalent) standard Maths (desirable)
- IT literate; familiar with window applications and micosoft office packages

Personal Attributes

- Enjoy working as part of a team
- Enjoy working in a busy environment
- Flexible in times and hours of work
- Systematic, self disciplined and organised
- Self confident and conscientious
- Diplomatic, tactful and discreet
- Client focused, gains satisfaction from providing a high quality service
- Pro-Choice on abortion
- Identify with the goals and objectives of MSI
- Enjoy working to and achieving personal team targets
- Committed to personal development
- Complete demonstration of MSI's behaviours and standards

MSI Behaviours and Values

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Team Member Behaviours

Work as One MSI

- You contribute, use, and share accurate data and evidence to improve understanding, insight and decision-making across MSI, enabling us to maximise our ability to influence others.
- You share relevant knowledge, expertise and resources to strengthen teamwork and prevent duplication of effort.
- You actively work as part of a team, providing support and flexibility to colleagues, demonstrating fairness, understanding and respect for all people and cultures.

Show courage, authenticity and integrity

- You hold yourself accountable for the decisions you make and the behaviours you demonstrate.
- You are courageous in challenging others and taking appropriate managed risks.

Develop and grow

- You seek feedback to enable greater self-awareness and provide the same to others in a way which inspires them to be even more effective.
- You manage your career development including keeping your knowledge and skills up to date.

Deliver excellence, always

- You strive to consistently meet and exceed expectations, putting clients at the centre of everything, and implement smarter, more efficient ways of performing your role.
- You build and maintain effective long-term working relationships with all stakeholders, and are a true MSI ambassador.

Leadership (For Leaders only)

- You inspire individuals and teams, through situational leadership, providing clear direction.
- You seek and provide opportunities which motivate team members, helping to develop skills and potential whilst strengthening our talent and succession pipeline.
- You are aware of emerging developments in our sector, demonstrating strategic insight about our clients and business and encourage this in your team.
- You articulate a vision of the future which inspires and excites others.

MSI Values

- **Mission driven:** With unwavering commitment, we exist to empower women and men to have children by choice not chance
- **Client centred:** We are passionate about our clients and dedicate our efforts to delivering agreed objectives to the highest possible quality
- **Accountable:** We are accountable for our actions and take responsibility for everything we do to ensure long term sustainability and increased impact.
- **Courageous:** We recruit and nurture talented, passionate and brave people who have the courage to push boundaries, make tough decisions and challenge others in line with our mission