

Job Description

JOB TITLE:	Triage & Client Support Officer
GRADE:	Grade F
POST NUMBER:	30200925
DIRECTORATE:	Housing & Regeneration
SERVICE:	Employment & Skills
RESPONSIBLE TO:	Data, Compliance and CRM Support Lead
RESPONSIBLE FOR:	None
IS DBS CHECK REQUIRED?	Enhanced with Barred list check (Both Adult and Child Workforce)
IS THE POST POLITICALLY RESTRICTED?	Not Politically Restricted
JOB SUMMARY:	In this role, you will support the council in delivering excellent customer service to skills and employment seekers, employers, and training providers. You will handle remote and face-to-face administrative tasks, including reception duties, triaging, appointment scheduling, and data management. As the first point of contact for jobseekers and employers, you will provide high-quality reception and customer care, maintaining accurate records using the CRM and other relevant MI systems to support performance tracking and follow-up. You will engage with service users to understand their needs, connect them with support, training, work experience and employment opportunities, and make referrals to partner agencies. Additionally, you will prepare reports for management and strategic reporting purposes, ensuring data is accurately compiled and presented.
ROLE REQUIREMENTS:	
1.	Assist the Employment & Skills Service in matching clients' aspirations, knowledge, and experience with local employers' needs.
2.	Provide a frontline registration and triage service to clients, conducting initial skills assessments and following registration procedures.
3.	Collaborate with employment officers to match clients' skills with local labour market needs.
4.	Update and maintain the CRM and other MI systems for registered clients, training and work experience opportunities, vacancies, and employer details.
5.	Provide reports and statistical information as required.
6.	Maintain a screening and matching service to help clients identify the best job opportunities.

7.	Refer clients to customised training and job preparation/personal development opportunities, often organising the training.
8.	Undertake administrative duties, including telephone work, reception duties, correspondence, statistical recording, filing, maintaining client areas, and monitoring/tracking; to a high standard.
9.	Assist with marketing and publicity material production and participate in events/activities for service promotion.
10.	Attend meetings and working groups, presenting information, taking notes for senior staff, and ensuring relevant documentation is available.
CORPORATE RESPONSIBILITIES	
11.	Actively contribute to the council's priorities and outcomes in a way that promotes a 'one organisation' approach.
12.	Develop and maintain positive relationships with colleagues, stakeholders and communities to ensure the council and the directorate strategic priorities are effectively implemented.
13.	Promote equality among all staff and ensure that services are delivered in a non-discriminatory way, that is inclusive of all disadvantaged groups.
14.	Support organisational change and learning, following and implementing appropriate systems of self-development, communication and engagement, quality measures, monitoring and review in delivering the functions of the role.
15.	Promote sustainability, including encouraging a culture of innovation and accountability amongst all council staff.
16.	Adherence to the Council's commitment to the health, safety and welfare at work policy.
PEOPLE	
17.	Provide a high standard of customer service at all times and work collaboratively with colleagues and other stakeholders to support the employment & skills service and wider council objectives, employers and local residents.
18.	Provide a front-line service to all clients, conducting the initial assessment of their skills and ensuring that the current registration procedures are followed.
SERVICE	
19.	To provide a professional brokerage service to Employers and job seekers, ensuring that are given correct information relating to service and their eligibility at all times.
20.	Support residents with issues relating to online registration. Work with colleagues to help resolve challenges with processes.
PERFORMANCE	

21.	Maintain a high level of customer service and professionalism at all times.
22.	To ensure all enquiries are dealt with and resolved within an acceptable and agreed time frame.
23.	Ensure all records are completed to an agreed service standard prior to being assigned to team members.

OTHER CONDITIONS:

To maintain personal and professional development to meet the changing demands of the job and participate in appropriate training/development activities including the council's 'My Annual Review' scheme.

Ensure that all duties and responsibilities are discharged in accordance with the council's policies and procedures, Code of Conduct and relevant regulations and legislation.

To comply with the council's equal opportunities and diversity policies ensuring anti-discriminatory practice within the service area.

To undertake additional duties that may arise from time to time commensurate with the grade of the post.

Person Specification

Person Specification for the Post of	Triage & Client Support Officer	Essential (E) or Desirable (D) (if applicable)	Method of Assessment A= Application Form T= Test I= Interview
Knowledge	1. Knowledge of private, public and voluntary sector employer requirements in the Tower Hamlets area.	D	A/I
	2. Knowledge of the needs of job seekers and processes to aid employment.	E	A/I
	3. Knowledge and experience of skills and job screening and matching.	E	A/I
	4. Knowledge and	E	A/I

	understanding of the cultural diversity in Tower Hamlets.		
Qualifications & Experience	5. Experience of assessing, screening, matching and advising job seekers.	E	A/I
	6. Experience of supporting recruitment campaigns for SME's (small and medium sized enterprises) to corporate employers.	D	A/I
	7. Experience of managing conflicting priorities.	E	A/I
	8. Demonstrable reception skills, including identifying client needs to make appropriate referrals.	E	A/I
	9. Strong interpersonal and communication skills, including good verbal communication and a clear telephone manner.	E	A/I
	10. Computer literate with a working knowledge of Microsoft 365 and data base and compliance principles.	E	A/I/T
	11. Self-motivated and enthusiastic, with a desire to deliver quality work.	E	A/I
Living the TOWER Values sets out the essential behaviours required of all staff.		They are aligned to the organisation's five TOWER Values	

We work TOGETHER across boundaries and with partners to achieve the best outcomes for Tower Hamlets	12. Building Relationships: Takes steps to get to know people within in the team and to build positive relationships with them.	E	A/I
We are OPEN and transparent	13. Listening, asking & coaching: Uses effective listening and questioning techniques to understand the needs of others and act accordingly.	E	A/I
We are WILLING to challenge, innovate and be accountable	14. Being accountable: Takes accountability for delivering own work and contributing to that of team	E	A/I
We empower each other to be EXCELLENT and go the extra mile	15. Being empowered: Takes the initiative to improve outcomes because they can explain the difference they have made	E	A/I
We RESPECT all communities; they are the heart of everything we do	16. Respecting diversity and being inclusive: Polite helpful and inclusive towards people from our diverse community	E	A/I
Additional Requirements	17. To meet exceptional business needs a willingness to work outside of contractual hours in the evenings and weekends with notice, unless there is good reason where this is not possible.	E	A/I