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| **Post:** | **Advice Team Leader** |
| **Location:** | Hybrid- a minimum of 40% in the **Leeds** office and homeworking |
| **Contract:** | Full-time; 34.5 hours per week; *this post will require some evening and weekend work for which flex is given* |
| **Reports to:** | Services Manager |
| **Direct Reports:** | Helpline team |
| **Band:** | D |
| **Last reviewed** | Jan 2025 |

**Purpose of Role:**

At Epilepsy Action we are committed to creating a world without limits for people with epilepsy. All our roles contribute to achieving our ambition.

The helpline service provides advice and information to people affected by epilepsy including families, carers, healthcare and other professionals. This service is delivered across multiple channels including telephone, webchat and email.

The Helpline Team Leader is responsible for the direct supervision and support of the Advice and Information team and will play a pivotal role in ensuring the helpline meets the needs of our service users, and delivers good quality and impactful outcomes.

**Accountabilities:**

This role is accountable for:

* Management and delivery of a professional, high quality advice and information service.
* Line management and supervision of a team of staff and volunteers.
* Providing advice and information to people affected by epilepsy.
* Collaborating with stakeholders, internally and externally to ensure the service is reaching diverse communities.
* Assisting with the development of new service proposals, supporting funding application as required.
* Providing support to the team around safeguarding matters as they arise.

**Responsibilities:**

**Strategy and Organisational Development**

* Responsible for inputting information into the development of organisation-wide plans and will be accountable for delivery of specific team plans.
* Responsible for operational planning and decision making at a team level.
* Responsible for driving and managing agreed organisational changes and ensuring positive change management.

**Service Development and Delivery**

* To implement and develop operational systems, policies and procedures specifically related to the helpline.
* Monitor advice quality standards through case checking, ensuring issues are identified and remedial action is taken.
* Embrace digital service delivery and use data and evidence to continually improve the way we deliver the helpline across multi-channels.
* To take an active role in planning work patterns and rotas ensuring adequate cover arrangements are in place, including responding to unplanned absences.
* Ensuring that appropriate systems are maintained for case recording, data collection, follow-up work and quality control.
* Drive internal referrals to other services.
* Undertake advice work as and when required, in accordance with operating procedures.
* In conjunction with Senior Leadership Team, identify and develop opportunities for new services/projects and support funding applications.
* In conjunction with the Services Manager take an active role in marketing and promoting the organisation’s services.
* Provide cover for other team leaders as required.

**People and Resource Management**

* Responsible for supervising and managing a team of staff and volunteers including;
  + Recruitment and onboarding.
  + Provision of 1:1, quarterly and annual reviews.
  + Provision of coaching and mentoring.
  + Providing feedback and performance management.
* Provide technical support and act as consultant to helpline advisers.
* Demonstrates authentic and compassionate leadership within the team.
* Responsible for managing team level budgets.
* Responsible for contributing to the organisations volunteer strategy and for reviewing and developing opportunities for volunteering within the team/area of work.
* Collaboration with the People and Culture team to ensure consistency in all aspects of people management.

**Governance and Risk**

* Provide advice and support to the team, escalating any complex cases, risk and safeguarding issues as appropriate to the Safeguarding Lead.
* Maintain quality standards and best practice ensuring the service is delivered to high-quality standard.
* Provide reports on the performance of the service to the Service Manager and Director of Services as required.
* Responsible for the development and updating of project specific manual(s), policies and risk assessments.
* Deal with risk and safeguarding concerns in accordance with legal, ethical and organisation policies and procedures.
* Ensure accurate records are maintained within the CRM and in accordance with organisational requirements.
* Ensure all work meets the charity’s quality standards, complies with its corporate brand and with confidentiality, data protection, health and safety, equal opportunities and other legislation and established Epilepsy Action policies and procedures.
* Ensure all work is accessible and that the charity’s commitment to diversity, inclusion and equal opportunities is planned into all work in a relevant and effective manner.

Stakeholder Relationships

* Responsible for developing and managing relationships with key contacts and stakeholders.
* Interprets and communicates information to relevant stakeholders in an appropriate way using different channels of communication.

**Key Relationships**

* Internal colleagues
* ESN’s, health and social care professionals
* Other epilepsy and relevant charities
* Helplines partnerships
* Volunteers
* Local networks
* Social prescribers

**Other**

* Expected to have or gain an in-depth understanding of epilepsy.
* Actively keep up-to-date with generic and specialist epilepsy information and associated   
   issues.
* Maintain own professional networks and promote Epilepsy Action on a local and national level.
* Complete any other duties relevant and appropriate to the role.

**Person Specification:**

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|  |  | **Essential** |  | **Desirable** |
| **EXPERIENCE, KNOWLEDGE & QUALIFICATIONS** |  | * Minimum of 2 years’ experience of supervising advice services and/or similar helpline/contact centre services * Experience of providing support to people with long-term medical conditions * Minimum 2 years’ experience of supervisory/line management of staff and/or volunteers. * Experience of working within a team as well as having own initiative * An understanding of change management principles and processes * Practical knowledge and experience of implementing quality monitoring processes * Experience of managing safeguarding issues and service user complaints |  | * Knowledge of epilepsy * Professional management qualification e.g. Project management, ILM * Volunteer management qualification * Experience of implementing Helplines Partnership standards/ Advice Quality Standards * Experience of working/ volunteering in voluntary sector |
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| **SKILLS & ABILITIES** |  | * Ability to provide empathetic, person-centred support, whilst maintaining professional boundaries * Excellent written and verbal communication skills * Ability to deliver accurate, relevant information for different purposes and audiences, in plain language * Ability to identify service users themes and transfer into practical solutions * Able to process and analyse a wide range of complex data and information to produce reports on performance and trends * Ability to function well under pressure and prioritise work * Digitally competent and able to utilise a wide range of technologies and digital platforms easily |  | * Ability to manage challenging behaviour * Demonstrable ability to supervise volunteers |
|  |  |  |  | **Creating a world without limits for people with epilepsy!**  **We will make a difference by being:**  **Ambitious 🞟 Inclusive Empowering 🞟 Supportive** |
| **VALUES & ATTITUDE** |  | * Commitment to our vision, aims and values * Committed to ensuring people who work with us or use our services have a positive experience and receive quality services and information * Committed to ongoing personal development and encouraging development opportunities in others * Committed to proactively developing digital skills and knowledge of oneself and team members * Professional work ethic: honest, conscientious, self-motivates and reliable * Willing to travel and work flexibly and outside core hours as service/team to ensure smooth running of the service |  | Disability Confident Leader - S4IL |

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