



JOB DESCRIPTION

Post Title:	Helpline Operator
Salary:	£7.50 per hour
Hours:	Tuesday 6pm-10pm Saturday 6pm-10pm
Line manager:	Support Services Team Leader
Annual Leave	26 days plus Statutory Days pro rata
Pension:	Contributory Pension Scheme (auto enrolment pension scheme)

Purpose of Job

To provide information, advice and support to people accessing Stop Hate UK's 24-hour helplines and electronic reporting systems (including email, chat, SMS, online on social media platforms). To record and compile detailed and concise records of all contact received on the helplines and agree referrals and follow-on support where appropriate.

Key Areas

- 1.0 Support service users
- 2.0 Managing Self

Duties and Responsibilities

1.0. Support service users

- 1.1 Respond to contact from service users using a variety of methods, including telephone, email, SMS, online chat, social media and other written reports.
- 1.2 To actively participate in social media activity to reduce the impact of on-line Hate
- 1.3 Provide clear appropriate advice, support and information to service users, using a non-judgemental and victim centred approach.
- 1.4 To keep accurate detailed electronic records of each contact on the helpline, including advice given, support offered and agreed referrals.
- 1.5 Understand when it is necessary to seek support from more experienced colleagues or external agencies, and take appropriate action.



- 1.6 Make referrals to other agencies when necessary, including child and adult protection issues on the advice of the manager on call.
- 1.7 Actively participate in handover to colleagues at the end of each shift.
- 1.8 To keep up to date with current Hate Crime, equalities and other appropriate legislation, policy and developments.
- 1.9 To maintain interest and regularly acquire knowledge on Hate Crime and related topics through communications such as television, radio, newspapers, reports, websites (including the Stop Hate UK website) and social media.
- 1.10 To receive regular communications from other Stop Hate UK staff, including guidance and changes to procedure and to implement guidance and changes to procedure during contact with Stop Hate UK service users.
- 1.11 To receive regular feedback and guidance and actively participate in the supervision and appraisal process.

2.0 Management of self

- 2.1 To undertake such other duties and responsibilities of an equivalent nature.
- 2.2 The post holder's duties must at all times be carried out in compliance with the organisation's policies and procedures.
- 2.3 It is the duty of the post holder not to act in a prejudicial or discriminatory manner towards service users or employees. The post holder should also counteract such practice or behaviour by challenging or reporting it.
- 2.4 Ensure the Health and Safety of all staff and resources within the post holder's area of responsibility, i.e. delegated responsibility in relation to the nature of the post holder's duties and personal responsibilities as per Section 7 and 8 of the Health and Safety at Work Act 1974.
- 2.5 In addition to this the Management of the Health and Safety at Work Regulations 1992 detail the following:
 - Employees must inform their employer or/supervisor of any work situation which might present a serious and imminent danger to Health and Safety.
 - Employees must inform their employer or supervisor of any shortcomings in the Health and Safety arrangements even when no danger exists.
- 2.6 To undertake training and development as required.



Person Specification

ATTRIBUTES	RELEVANT CRITERIA	HOW IDENTIFIED	RANK
1 RELEVANT EXPERIENCE	1.1 Experience of supporting victims of Hate Crime	Interview Stage	B
	1.2 Experience of supporting and advising vulnerable people	Application Form/ Interview Stage	A
	1.3 Experience of using a computer to communicate with other people (e.g. email, chat, twitter & other social media platforms)	Application Form/ Interview Stage	A
	1.4 Experience of working on a helpline and/or in a workplace regularly interacting directly with customers on the phone (e.g. call centre)	Application Form/ Interview Stage	A
2 EDUCATION AND TRAINING ATTAINMENTS	2.1 Literacy and numeracy levels to meet the requirements of the post	Application Form/ Interview Stage	A
3 GENERAL AND SPECIAL KNOWLEDGE	3.1 Understanding of the barriers to reporting Hate Crime and accessing support.	Interview Stage	B
	3.2 Understanding of the values, principles and practices of victim centred support.	Interview Stage	B
	3.3 An understanding of the principle of and supporting legislation relating to Hate Crime.	Interview Stage	B



4 SKILLS AND ABILITIES	<p>4.1 Excellent communication and listening skills and ability to understand people's needs from a diverse range of backgrounds over the telephone and via electronic forms of communication</p> <p>4.2 Ability to operate effectively as part of a remote team and work on own initiative</p> <p>4.3 Confident user of the telephone and computer programs (including email, online chat, Word, twitter & other social media platforms)</p> <p>4.4 Ability to use databases to record and retrieve information</p> <p>4.5 Ability to work effectively as part of a team and follow guidance</p> <p>4.6 Ability to understand, advise and respond to complex needs of callers at the point of contact</p>	<p>Application Form/ Interview Stage</p> <p>Application Form/ Interview Stage</p> <p>Application Form/ Interview Stage</p> <p>Interview Stage</p> <p>Application Form/ Interview Stage</p> <p>Application Form/ Interview Stage</p>	<p>A</p> <p>A</p> <p>A</p> <p>B</p> <p>A</p> <p>A</p>
5 ANY ADDITIONAL FACTORS	<p>5.1 Willingness and ability to work from home in a quiet and confidential space and commit to agreed shifts</p> <p>5.2 Ability to cover the shifts advertised</p> <p>5.3 Accessibility to a reliable broadband service and IT equipment.</p>	<p>Application Form/ Interview Stage</p> <p>Application Form/ Interview Stage</p> <p>Application Form/ Interview Stage</p>	<p>A</p> <p>A</p> <p>A</p>



	5.4	Demonstrable commitment to diversity and anti-discrimination.	Application Form/ Interview Stage	A
	5.5	Commitment to continue self development and willingness to undergo training as required	Application Form/ Interview Stage	A
	5.6	Commitment to attending training/briefings at the Stop Hate UK central offices as required.	Application Form/ Interview Stage	A
	5.7	Reliable, dependable and organised	Application Form/ Interview Stage	A
	5.8	Ability to speak/write a community language other than English	Interview Stage	C

Please make sure that you demonstrate your ability to meet the requirements of the job by giving clear, concise examples of how you meet each criteria on your application form. The letters A, B and C in the “Rank” column refer to the importance we will give your answers when we read your applications.

It is expected that the successful applicant will meet all the A criteria on the day of appointment.

It is expected that the successful applicant will achieve all the B criteria within 6 months of starting the job but may not have them when appointed. Applicants who demonstrate meeting the B criteria on their application are likely to be more successful than those who don't.

C criteria applicants refers to skills or experience that might bring extra value to your application but applicants are not required to develop this skill.



We recognise and welcome our responsibility to remove any barriers in our Recruitment and Interview Stage for disabled people. We have tried to do this, but if you have a disability and identify any barriers in the job description or employee specification, please tell us of these in your application. We are committed to making reasonable adjustments to the job wherever possible and it would help us to know your needs in order to do this.

Applicants with a disability who meet all the A criteria are guaranteed an interview.

There may be some criteria that are ranked but are only identified through Interview Stage only. These criteria have been ranked to provide you with some guidance as to how important that particular criteria is but you will only be assessed on that criteria during the Interview Stage and not from your application form.

Where criteria are to be identified through the “Interview Stage”, this may involve written exercises, practical tests, group discussions, presentations, interview etc.

PS Reference No	
PS Amended/Prepared By	RES UM
PS Amended On	21/09/09