# JOB DESCRIPTION

**Post Title**: **Helpline Operator**

**Salary**: **£11.50 per hour**

**Hours: Two of the following shifts:**

Monday: 1000 - 1600

Wednesday: 0800-1400

Thursday: 1000-1600

Friday: 0900-1500

**Location: Home based role**

**Contract type: Temporary (project currently funded until 31st March 2024)**

**Line manager**: **Support Services Manager**

**Annual Leave** **26 days plus Statutory Days pro rata**

**Pension**: **Contributory Pension Scheme (auto-enrolment pension scheme 5% employer and 5% employee contributions)**

**Employee Assistance Programme: Stop Hate UK offer support via Health Assured which includes access to counselling.**

## Purpose of Role

This Helpline Operator role will have a specific focus on supporting members of East and Southeast Asian communities through the [On Your Side](https://www.onyoursideuk.org/) Service. The role will therefore require an understanding of issues faced by East and Southeast Asian Communities. The role will also require an ability to speak and write in both in English and an East and Southeast Asian\* community language to an appropriate level. This role will also see calls and contacts taken to the Stop Hate UK helpline.

The Helpline Operator role will provide information, advice and support to people accessing Stop Hate UK’s helpline and electronic reporting systems (including email, web chat, SMS, and online form). To record and compile detailed and concise records of all contact received and explore the support options available to the person getting into contact.

**Key Areas**

1.0 Support service users

2.0 Managing Self

**Duties and Responsibilities**

1. **Support service users**

1.1 Provide support to service users using a variety of methods, including   
telephone, email, SMS, online chat, online form and other written reports.

1.2 Provide clear, appropriate advice, support, and information to service users, using a non-judgemental and person-centred approach.

1.3 To keep accurate detailed electronic records of each contact, including advice given, support offered and agreed referrals.

1.4 Understand when it is necessary to seek support from more experienced   
 colleagues or external agencies and take appropriate action.

1.5 Make referrals to other agencies when necessary, including child and adult   
 protection issues on the advice of senior staff.

1.6 Actively participate in handover to colleagues at the end of each shift.

1.7 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.

1.8 To receive regular feedback and guidance and actively participate in the   
supervision and appraisal process.

**2.0 Management of self**

2.1 To undertake admin duties as required.

2.2 To undertake such other duties and responsibilities of an equivalent nature.

2.3 The post holder’s duties will comply with   
 the charity’s policies and procedures.

2.4 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.

2.5 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.

2.6 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.

2.7 To undertake training and development as required.

**Person Specification**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **ATTRIBUTES** | **RELEVANT CRITERIA** | | **HOW IDENTIFIED** | **RANK** |
| 1 RELEVANT  EXPERIENCE | 1.1  1.2  1.3  1.4  1.5 | Experience of supporting and advising members of East and Southeast Asian communities  Experience of using a computer to communicate with other people (e.g., email, web chat,)  Experience of working on a helpline and/or in a workplace regularly interacting directly with customers on the phone (e.g., call centre)  Experience of supporting people who are experiencing distress  Experience of supporting people who are experiencing hate | Application Form/  Interview Stage  Application Form/  Interview Stage  Application Form/  Interview Stage  Application Form/ Interview Stage  Application Form/ Interview Stage | A  A  B  B  B |
| 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  3.2  3.3  3.4 | An understanding of the barriers to reporting Hate Crime, accessing support and the impact hate has on an individual and community  An understanding of the values, principles, and practices of person-centred support  An understanding of issues faced by East and Southeast Asian communities in the UK  Some understanding of the principles of Hate Crime legislation in the UK | Application form/Interview Stage  Application form/Interview Stage    Application form/Interview Stage  Application form/Interview Stage | A  A  A    A |
| 4 SKILLS AND  ABILITIES | 4.1  4.2  4.3  4.4  4.5  4.6  3  4.7 | Excellent communication and listening skills over the telephone and via electronic forms of communication and the ability to understand people’s needs from a diverse range of backgrounds    Ability to operate effectively as part of a remote team and work on own initiative while also recognising the need to seek support with contentious or difficult issues  Confident user of computer programmes (including email, online chat, Word)  Ability to understand, advise and respond to the complex needs of callers at the point of contact  Ability to provide empathic listening on the telephone  An ability to read, write and speak in both English and Vietnamese (to an appropriate level for this role).  If you can write and speak other languages, please let us know what they are.  Ability to use databases to record and retrieve information | Application Form/  Interview Stage  Application Form/  Interview Stage  Application Form/  Interview Stage  Application/Interview Stage  Application Form/  Interview Stage  Application Form/ Interview  Application Form/ Interview | A  A  A  A  A  A  A |
| 5 ANY ADDITIONAL  FACTORS | 5.1  5.2  5.3  5.4  5.5  5.6  5.7  5.8  5.9 | Willingness and ability to work from home in a quiet and confidential space and commit to agreed shifts  Ability to cover the shifts advertised  Accessibility to a reliable broadband service and IT equipment  Demonstrable commitment to diversity and anti-discrimination  Commitment to continue self-development and willingness to undergo training as required  Reliable, dependable, and organised  A commitment to occasional travel to Stop Hate UK offices in Leeds and London to attend meetings and training  Commitment to the mission and values of Stop Hate UK  Commitment to the On Your Side project | Application Form/  Interview Stage  Application Form/  Interview Stage  Application Form/  Interview Stage  Application Form/  Interview Stage  Application Form/  Interview Stage  Application Form/  Interview Stage  Application Form/ Interview Stage  Application Form/ Interview Stage  Application Form/ Interview Stage | A  A  A  A  A  A  A  A  A |

\* East and Southeast Asian communities include people of the following descent:

Brunei, Burma, Cambodia, China, East Timor, Hong Kong, Indonesia, Japan, Laos, Macau, Malaysia, Mongolia, North Korea, Philippines, Singapore, South Korea, Taiwan, Thailand, Vietnam and their diasporas.

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 criterion on your application form.

The letters A and B in the “Rank” column refer to the importance we will give your answers when we rea your applications. You must have all the A’s to be shortlisted. The B criteria will be used if there are too many applicants with the A criteria the shortlisting stage or to choose between candidates with equal scoring at interview. Should this occur candidates with more of the B criteria will be prioritised. Successful candidates will be expected to achieve the criterion labelled B within 6 months of starting the role.

We recognise and welcome our responsibility to remove any barriers in our Recruitment and Interview Stage. We have tried to do this, but if you have a disability accessibility needs or support needs, 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 to do this.

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.

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