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CUSTOMER SERVICE ADVISOR (CSA)

PERSON SPECIFICATION & JOB DESCRIPTION

CSA JOB SUMMARY

CSAs are required to act autonomously within their professional scope and are the first point of contact for new and existing GPS clients, contractors, and associates, as well as carrying out general office management tasks.

CSAs are responsible for the general telephony services and expected to work with our established processes, policies, and procedures to provide a comprehensive high-quality service.

CSAs receive, assist, and direct clients, contractors, and associates in accessing the appropriate service they require in a courteous, efficient, and effective way. Successful post-holders will have excellent communication skills, a compassionate and friendly nature who can operate in a busy environment.

This role is ideal for someone who is highly organised and an effective communicator and can provide a professional and warm welcome, ensuring every contact is of the highest quality.

We are offering CSA positions nationally to ensure a robust and local geographical understanding is applied to best serve our clients, contractors, and associates. Field-based CSA positions are being offered on a whole-time equivalent and part-time basis with superb benefits.

CSA PERSON SPECIFICATION

This person specification provides a list of essential and desirable skills and competencies that a candidate should have in order to perform the job.

QUALIFICATIONS	ESSENTIAL	DESIRABLE
<i>GCSEs at grade C or equivalent (or 4-9), including English and Maths.</i>	<input checked="" type="checkbox"/>	
<i>Training in administration/clerical duties at NVQ level or above.</i>		<input checked="" type="checkbox"/>
<i>NVQ Level 2/3 in Customer Services or Health Care or related discipline.</i>		<input checked="" type="checkbox"/>

PERSONAL ATTRIBUTES	ESSENTIAL	DESIRABLE
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<i>Works effectively independently and as a member of a team.</i>	<input checked="" type="checkbox"/>	
<i>Flexible approach to meet service needs and ensure a stakeholder focused response.</i>	<input checked="" type="checkbox"/>	
<i>Self-motivated and proactive.</i>	<input checked="" type="checkbox"/>	
<i>Continued commitment to improve skills and ability in new areas of work.</i>	<input checked="" type="checkbox"/>	
<i>Demonstrate excellent interpersonal and communication skills.</i>	<input checked="" type="checkbox"/>	

SKILLS AND EXPERIENCE	ESSENTIAL	DESIRABLE
<i>Experience of working in a medical or primary care setting.</i>		<input checked="" type="checkbox"/>
<i>Computer literate with an ability to use the required GP clinical systems.</i>		<input checked="" type="checkbox"/>
<i>General office skills, photocopier, scanning, shredding.</i>	<input checked="" type="checkbox"/>	
<i>Awareness of Data Protection Act and need for confidentiality of Information.</i>	<input checked="" type="checkbox"/>	
<i>Attention to detail, able to work accurately, identifying errors quickly and easily.</i>	<input checked="" type="checkbox"/>	
<i>Has a planned and organised approach with an ability to prioritise their own workload to meet strict deadlines.</i>		<input checked="" type="checkbox"/>
<i>Excellent understanding of data protection and confidentiality issues.</i>	<input checked="" type="checkbox"/>	
<i>Excellent verbal and written communication skills with team members, patients, carers, and other healthcare professionals, with the ability to adjust communication style.</i>	<input checked="" type="checkbox"/>	
<i>Committed to own continuing personal development and an ability to support others to develop and progress.</i>	<input checked="" type="checkbox"/>	
<i>Ability to remain focussed whilst working from home.</i>	<input checked="" type="checkbox"/>	

PHYSICAL REQUIREMENTS	ESSENTIAL	DESIRABLE
<i>Commit to a DBS Check.</i>	<input checked="" type="checkbox"/>	
<i>Able to undertake the demands of the post with reasonable adjustments if required.</i>	<input checked="" type="checkbox"/>	
<i>UK Driving Licence.</i>		<input checked="" type="checkbox"/>

GENERAL ADMINISTRATION

- To have a thorough knowledge of all GPS procedures.
- Allocating GPSAs to new clients and arranging travel / hotel booking when required.
- Reconciling and processing GPSA claim forms.

- Computer data entry, processing and recording information in accordance with GPS procedures.
- Provide clerical assistance to GPS staff as required, including word/data processing, filing, photocopying, and scanning.
- Cover sickness/annual leave and work reasonable overtime when required.
- Create client profiles and ensure all the electronic site files are kept in a contemporaneous nature.
- Record and divert all new enquiries and filtered through to the regional Customer Relations Manager (CRM).
- Taking messages and passing on information.
- Processing personal and telephone requests for enquiries, arranging video consultations and in-person meetings.
- Ensure all callers are directed to the most appropriate GPS worker / associate.

APPOINTMENT SYSTEM MANAGEMENT

- Book/edit/cancel appointments.
- Monitor effectiveness of the system and report any problems or variations required.
- Book hotels and transport via the GPS central booking system.

CLIENT DATABASE MANAGEMENT

- Ensure that all records accurately compiled in advance of each site visit.
- Retrieve and refile records as required, following records management processes.

CONFIDENTIALITY

- Maintain confidentiality of information, acting within the terms of the Data Protection Act and Caldicott guidance on service user and client confidentiality at all times.
- Maintain an awareness of the Freedom of Information Act.
- Information relating to service users, carers, colleagues, other healthcare workers or the business of GPS / Client provider may only be divulged to authorised persons in accordance with the GPS policies and procedures relating to confidentiality and the protection of personal and sensitive data

HEALTH & SAFETY

- If the CSA attends a provider site, they will manage their own and others' health & safety and infection control as defined in the GPS's Health & Safety Policy, GPS's Health & Safety Manual, and the GPS's Infection Control Policy and published procedures.
- Comply with GPS's health & safety policies by following agreed safe working procedures.
- Actively report health & safety hazards and infection hazards immediately.
- Keep work and general areas clean and tidy, and using appropriate infection control procedures to keep work areas hygienic and safe from contamination.
- Undertaking periodic infection control training (minimum annually)
- Awareness and compliance with national standards of infection control, hygiene, regulatory / contractual / professional requirements, and good practice guidelines.
- Correct personal use of Personal Protective Equipment (PPE) and ensuring correct use of PPE by others, advising on appropriate circumstances for use.

- Reporting incidents using the organisations Incident Reporting System.
- Using personal security systems within the workplace according to GPS guidelines.
- Making effective use of training to update knowledge and skills.

EQUALITY AND DIVERSITY

- The CSA will support, promote, and maintain the GPS's Equality & Diversity Policy.
- No person whether they are workers, service users or visitors should receive less favourable treatment because of their gender, ethnic origin, age, disability, sexual orientation, religion etc.
- The CSA must comply with all policies and procedures designed to ensure equality of employment and that services are delivered in ways that meet individual needs.

PERSONAL/PROFESSIONAL DEVELOPMENT

- The CSA will participate in any training programme implemented by GPS as part of this appointment, with such training to include:
 - Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development.
 - Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work.

OTHER DELEGATED DUTIES

This job description is not intended to be exhaustive - it may be changed after consultation with the post holder. The employee shares with the employer the responsibility for review and modification of duties.