**Job Description**

**Post:** Deputy Helpline Manager

**Hours per week:** 34 hours (full time)

**Salary:** £31,824 (includes 3.5% rota allowance)

**Contract:** Permanent

**Location:** Homebased

**Our Values**

At Beat, we share the vision of an end to the pain and suffering caused by eating disorders. We are inspired by the people we serve, by the difference we can make, and by our commitment to each other.

To make our vision a reality, we need to be bold. It takes a particular courage for our beneficiaries to ask us for help. And we need to be courageous in return – being proactive in seeking new opportunities, embracing new ways of working, and challenging things that are preventing our vision from becoming a reality.

Central to our success is our commitment to building and maintaining supportive and mutually empowering relationships with our colleagues, supporters and beneficiaries. In turn, these relationships provide us with unique experience and learning, which we use to speak with both compassion and authority about the realities of eating disorders.

We also believe that people performing at their best are happier in their work and that happy people perform at their best. So we create and protect a trusting and collaborative environment where people can experiment, learn and flourish.

We all have the responsibility of ensuring our behaviours and relationships reflect these values on a day-to-day basis and for holding ourselves and each other accountable when they do not.

When we get this right, we will achieve brilliant results together, making Beat a truly inspiring and enjoyable place to work.

**Principles for Beat managers**

Managers are collectively responsible for the success of Beat’s strategy. They are expected to model and champion our values, building a trusting and empowering working environment where everyone’s views are heard and valued and where people are working to their strengths.

**Purpose of the post**

To lead the day-to-day operation of Beat’s helpline and related online services, ensuring that all helpline staff and volunteers reach the standards required for high quality support and advice for people affected by eating disorders.

**Relationships**

The postholder will report to the Head of Helpline. They will have a highly collaborative working relationship with the Deputy Director of Services, Volunteer Coordinators, Clinical Services Manager and Services Manager.

They will build effective working relationships with all colleagues within Beat, ensuring the Helpline team contributes optimally to the success of our strategy.

**Key Responsibilities**

1. Line management responsibilities for a team of Helpline Advisors supporting the Helpline Manager with recruitment
2. Supervising helpline shifts ensuring the team are delivering high quality service and responding effectively to the demand across all channels
3. Ensure that all services are delivered to agreed targets and timescales and are planned, promoted, and facilitated to a high standard
4. Actively respond to service users across all channels.
5. Act as Safeguarding Officer, taking part in an on-call out of hours safeguarding rota
6. Support the Helpline Manager in the planning and facilitation of monthly team development days, external supervision, and ongoing training
7. Monitor team KPI’s implementing targets and monitor contacts for quality providing feedback to staff and volunteers
8. Identify own personal learning and development needs and seek opportunities to address them.
9. Other responsibilities relevant to the purpose of the role as required by the line manager.

These responsibilities are subject to review and may be varied in emphasis depending on operational requirements.

**Rota**

Shift pattern will be a mix of early and late shifts between the hours of 08.30 and 00.30 (08.30-17.30, 15.30-00.30) with one in 3 weekends worked. This will be a 3-week set shift pattern which is repeated.

**Person Specification –** DeputyHelpline Manager

Each of the following bullet points are required for candidates for this role.

**Candidates should take each of the points below and, using each as a sub-heading in the application form, demonstrate how they meet the requirements of the role.**

**Relevant Experience**

* **Management of staff/volunteers, giving and receiving constructive feedback to aid learning and development**
* **Working proactively in a fast-paced Helpline or support services contact centre environment across multiple channels**
* Supporting vulnerable people, acting as a safeguarding lead
* Building and developing effective partnerships with internal and external stakeholders

**Personal Competencies**

* Excellent listening skills and verbal communications, with the ability to empathise with people expressing high levels of emotional distress
* Ability to lead and manage a highly cohesive and supportive team giving constructive feedback ideally with both staff and volunteers at times with lived experience
* Excellent time management with the ability to prioritise own workload to meet deadlines during periods of high demand

**Specific Knowledge**

* An understanding of mental health issues and ideally eating disorders
* Working knowledge of the importance of confidentiality and data protection