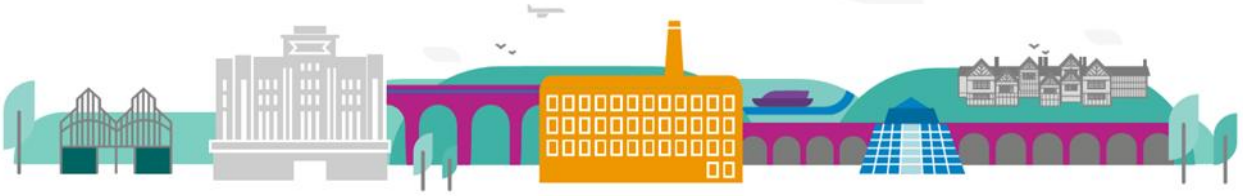

Ambitious Stockport, creating opportunities *for everyone*

Thinking Stockport

Achieving as a Team

Working with Ambition

Showing everyone Respect

Job Profile and Working for Stockport

Our Council

Join us at Stockport Council – MJ Local Authority of the Year 2025

Our employees are our **greatest asset**. We're proud of the way we provide vital frontline services every day and work together, as **one team.**

Our 4 **core values** as shown above, run through everything that we do, and we aim to stay **true** to them regardless of the challenges that we may face.

To **support** our values, we have policies, guidance and procedures around health, safety and welfare, customer care, emergency planning and security that all our **colleagues** are adhering and working to.

We also **pride** ourselves on our commitment to wellbeing and inclusivity of our colleagues and residents.

You can find out more about working for Stockport Council and some of the benefits that we offer our employees at https://greater.jobs/locations/stockport/

Greater Manchester Guaranteed Assessment Scheme

GREATER MANCHESTER GOOD EMPLOYMENT CHARTER

STOCKPORT METROPOLITAN BOROUGH COUNCIL

We are a Living Wage Employer

disability confident EMPLOYER

ARMED FORCES COVENANT

Ambitious Stockport, creating opportunities *for everyone*

About the Job

Role:	Referral and Information Officer, supporting MEAM (fixed contract- 3 years)
Service Area:	Prevention, Wellbeing and Independence
Directorate:	Services to People - Adults
Salary Grade:	Scale 5

Main Purpose of the Job

To work as a member of the Adult Social Care Front Door Team who are the first point of contact for all enquiries to Social Care.

To work alongside the Making Every Adult Matter hub and the MEAM co-ordinator to process and gather relevant information from professionals on MEAM referrals.

To provide a responsive and effective service and ensuring all customer contacts are handled in a professional and appropriate manner.

To work as part of a team to ensure all phone calls to the service are answered timely and the callers' requests dealt with in a timely manner.

To work as part of a team to ensure all email and portal referrals to the service are progressed quickly and provide timely responses where directed to by a member of the management team.

To work within the Adult Social Care model of strengths-based practice: Gloriously Ordinary Lives, making every contact with the service count and effectively recording information received into appropriate referrals for internal and external teams and offer information advice and guidance to colleagues and customers on referrals and services.

Key Responsibilities

- To act as the first point of contact for Adult Social Care, majority of contact to the service is via the phone and email systems.
- To act as the point of contact for MEAM referrals into the service via the portal system
- To confidently use the organisations phone and IT systems

- To accurately evaluate and record customer needs and respond appropriately, within agreed policies, guidelines, and procedures.

- To confidently provide information on areas of Tech- enabled care, signposting to specialist services and supporting residents to access further online information.

- To progress referrals to the service in a timely manner, ensuring knowledge of various service areas within Adult Social Care.

- To provide information, advice, and guidance in a timely and efficient manner.

- To work effectively with Adult Social Care, service providers and other partners.

- To respond in a positive manner to enquiries from customer contact, by phone, letter, email, portal and in person.

- To accurately identify problems, including risk, and handle difficult or aggressive situations and escalate accordingly to Front Door Managers.

- To work within a pre-determined rota system to ensure full operational coverage for the front door service area.

- To work positively and inclusively with colleagues and customers so that the Council provides a workplace to deliver a service that does not discriminate against people on the grounds of their age, disability, gender reassignment, marriage, civil partnership, pregnancy, maternity, race, religion, belief, sex, or sexual orientation.

- To fulfil personal requirements, where appropriate, with regards to Council policies and procedures, standards of attendance, health, safety and welfare, customer care, emergency, evacuation, security, and promotion of the Council's priorities.

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Additional Information

The responsibilities set out in this document, in the advert and any additional information are intended to provide a flavour of the work you will carry out. It is not possible to include everything you will be asked to undertake, and we expect all colleagues to work flexibly according to business needs and to enhance your own development. Your skills, abilities and training needs will be taken into account and discussed with you when any significant changes to your role are needed. In line with our flexible approach you may be required to

work from home for a proportion of your time or from any of the Council's sites across the borough.

The Council is an inclusive employer and holds the Disability Confident and Armed Forces Covenant accreditations. If you have a disability, we will support you by implementing reasonable adjustments to enable you to perform your role.

About You

Please use your application to tell us how well you meet the criteria listed below as these are the key skills, experience, technical expertise and qualifications needed to be successful in the role. We will then use all the information you provide in your application to help us decide whether you are shortlisted for interview. Any interview questions or additional assessments such as tests or presentations may also be broadly based on these criteria:

- Working to the Council's values and behaviours by:
  - Keeping the people of **Stockport** at the heart of what we do
  - Succeeding as a **team**, collaborating with colleagues and partners
  - Driving things forward with **ambition**, creativity and confidence
  - Showing value and **respect** to our colleagues, partners and customers.

- Experience of working within a customer service environment and providing effective service.
- Analytical skills with the ability to interpret information and identify inaccuracies.
- Very good IT skills, ability to use multiple systems, including phone systems.
- Experience of working in a local government, public/NHS sector, or similar service environment.
- Effective and personable verbal, written and presentational communication skills.
- A knowledge and understanding of Adult Social Care and/or partner agencies.
- Effective interpersonal skills, working with colleagues to achieve positive outcomes.
- Experience of analysing data and information to inform solutions to situations.
- Experience of working flexibly across teams to implement change or delivery of key projects.
- Effective organisational skills and experience of working in a fast-paced environment.