

# The Chartered Society of Physiotherapy

## Job Description

<b>Job Title:</b>	<b>Enquiries Officer</b>
<b>Directorate:</b>	<b>Strategy, Policy and Engagement Directorate</b>
<b>Team:</b>	<b>Enquiries Team</b>
<b>Grade:</b>	<b>4</b>
<b>Hours:</b>	<b>35 hours a week</b>
<b>Accountable to:</b>	<b>Member Contact Manager</b>
<b>Responsible for:</b>	<b>N/A</b>

### **Main Purpose of the post:**

To be the first point of contact for all general enquiries coming into the Society, giving advice and information to members and others as part of the Enquiries Team. To use the opportunities provided by contact with enquirers to recruit and retain members and strengthen their engagement with the Society.

To maintain a broad understanding of all directorates to ensure enquiries are directed to the appropriate person when necessary. Alongside enquiry handling, this post is particularly responsible for developing shared systems and resources to ensure the quality of the enquiries service.

### **Main duties and responsibilities:**

<b>1.</b>	To be a positive part of the team providing the first point of contact for all enquiries coming into the Society via telephone, e-mail, Social Media post and the web-site. Accurately and succinctly record the enquiry and outcomes within CSP guidelines.
<b>2.</b>	To promote the Society by ensuring that, as the first point of contact, members and others receive a high standard of professional and customer focused service.
<b>3.</b>	To respond to the wide range and variety of enquiries coming into the Society with accurate advice and information, referring to a database of frequently asked questions, relevant publications, and other sources of information to validate your responses.
<b>4.</b>	To identify enquiries that need more specialist input, refer the enquiry on to the appropriate officer/directorate and follow up to ensure a response to the enquiry as necessary
<b>5.</b>	To engage members who contact the Society in order to maximise member recruitment and retention and encourage members to be active members of the Society.
<b>6.</b>	To develop links with all teams and directorates to ensure effective sharing of new information relevant to enquiries including the countries and regions.

<b>7.</b>	To maintain a broad knowledge and understanding of all directorates, the staff roles, and key areas of work through on-going training and the development of links with all directorates.
<b>8.</b>	To promote CSP products and services, both priced and un-priced, such as publications and events, in order to increase member participation and Society income.
<b>9.</b>	To help maintain a stock of all publications, using a stock control and merchandising system and to have an understanding of the different types of publications available.
<b>10.</b>	To be familiar with using IT systems such as the web-site and iCSP to be able to direct and explain to members how to access information through these systems when appropriate and in response to enquiries using multiple screens and windows.
<b>11.</b>	To log enquiries and other relevant information on to the CRM Dynamics membership system and input to the development and use of these systems to provide information for the Society.
<b>12.</b>	To input to the development of the strategic direction and business planning of the team and the Strategy Policy and Engagement directorate.

**The Chartered Society of Physiotherapy  
Person Specification Form**

*The person specification below outlines the essential and desirable experience, knowledge and skills required for this role. Evidence for behaviours, knowledge and skills will be looked for throughout the selection process.*

**E** – Essential requirements are those without which the job could not be done.

**D** – Desirable criteria are those that may enable better or more immediate performance in a job.

**W.O.W** (Ways of Working Framework) – The CSP's behavioural framework for relationship management

	<b>ESSENTIAL/ DESIRABLE (E or D)</b>	<b>ASSESSED BY APPLICATION/ INTERVIEW/ TEST (A/I/T)</b>
<b>Educational Requirements</b>		
A Level or equivalent education or relevant experience of working as an administrator or enquiry officer in a busy organisation	<b>E</b>	<b>A/I</b>
<b>Previous Experience</b>		
Experience of providing exemplary quality customer service i.e the ability to transform perceptions/expectations of an organisation and increase customer loyalty.	<b>E</b>	<b>A/I</b>
Significant experience of providing advice and or information service through proficient use of IT applications.	<b>E</b>	<b>A/I</b>
Experience of marketing to individuals through personal contact, i.e. engaging customers in conversations about their needs and making them aware of relevant products and services	<b>E</b>	<b>A/I</b>
Experience of successfully handling difficult people professionally	<b>E</b>	
<b>Professional/Technical and Occupational Requirements</b>		
Well-developed skills with a variety of computer systems, including databases and web-based applications	<b>E</b>	<b>A/I</b>
<b>Skills and Knowledge</b>		
High level ability to stay organised and work productively in a situation where you can be interrupted, e.g. by telephone calls	<b>E</b>	<b>A/I</b>
Well-developed oral and written communication skills i.e the ability to engage, influence, so that the needs of the organisation and customer are met.  Ability to learn new skills and adapt own ways of working as required by changing service demands.	<b>E</b>	<b>A/I</b>

Ability to contribute effectively to a service team, e.g. collaborating with colleagues and contributing to shared systems and resources to deliver a consistent quality	E	A/I
Able to find smarter ways of working, and persuade colleagues to adopt them.	E	A/I
Well-developed information skills i.e. the ability to extract, assess and analyse relevant information.	E	A/I
A good understanding of confidentiality and data protection requirements and conscientiousness in keeping records	E	A/I
<b>Other Requirements</b>		
Knowledge and understanding of equality and diversity principles and the ability to work to them in practice.	E	A/I
Reliable, punctual and committed to the continuity of providing a high quality service.	E	A/I