

## Recruitment Pack

### About BVSC

Bexley Voluntary Service Council (BVSC) has been supporting the local Voluntary and Community Sector (VCS) in Bexley for over 60 years. Throughout this time, BVSC has continually evolved in response to local need, sector challenges and wider changes in public policy. Today, BVSC plays a central role in strengthening the local voluntary sector, connecting organisations, amplifying community voice and enabling organisations across Bexley to be resilient, connected, and able to provide high-quality, impactful services to residents.

Diversity, equity, and inclusion are central to our culture; a diverse workforce strengthens our ability to support communities effectively and deliver high-quality services across the voluntary sector. We recognise that diversity spans many aspects of identity, and we are committed to fostering a workplace that is increasingly inclusive and equitable, where everyone feels heard, respected, and valued. We are also committed to promoting safe and responsible practice across our work and expect all staff, volunteers, and partners to uphold these standards.

### Our Values

- **Inclusivity:** We value our differences and work well together because of them.
- **Accountability (& Integrity):** We are committed and deliver effective solutions.
- **People (Respect & Supportive):** We care about the happiness and wellbeing of each other.
- **Communication:** We communicate clearly and respectfully fostering trust and collaboration.
- **Creativity:** We continually seek to improve how we work to achieve the best outcome.

### Why Work for Us

- Hybrid working
- Additional Birthday Day off
- Flexitime and TOIL
- Pension employer contribution 6%
- Two volunteering days (pro rata)
- 25 days annual leave plus bank holidays (pro rata)
- Access to the Blue Light Card
- Ongoing training and professional development opportunities
- A positive, inclusive team culture where your ideas are valued
- Enhanced maternity/paternity pay
- Employee Assistance Programme

## **Job Description**

Post:	Admin & Single Point of Contact Triage Officer
Responsible to:	One Bexley Pathways Office & Data Lead
Salary:	£30,182 (inc. OLV) + 6% pension contribution
Hours:	35 hours across 5 days
Contract:	Permanent
Probationary period:	5 months

## **Purpose of Job**

While you will be employed by BVSC, your day-to-day role will sit within One Bexley working closely with the consortium partners and Local Authority.

This role will act as the single point of contact for all enquiries, referrals and information requests into the consortium. You will act as the first contact for residents, partners, referrers and Adult Social Care (ASC), ensuring that all enquiries and referrals are handled efficiently, courteously and accurately.

The role requires excellent organisational skills, strong multitasking ability and high-level IT competence, particularly in Excel and managing shared systems such as SharePoint and CRM databases. You will also play a crucial role in triaging referrals, managing the shared inbox and phone line, supporting data processes, producing information updates and supporting the wider team with administrative coordination.

## **Aims of the project**

The aim of the project is to work collaboratively with Adult Social Care to deliver Care Act aligned support through meaningful, relationship-based conversations. By using existing trusted relationships, the project seeks to understand each person's strengths, interests and values, and to ensure that even the most vulnerable residents are supported through their families, friendship networks, community groups and neighbourhoods.

## **Summary of main duties**

- Act as the primary point of contact for all enquiries via phone and email, ensuring a timely, professional and supportive response.
- Receive and triage referrals from Adult Social Care, partners, and community organisations.
- Provide consistent, accurate information and guidance about consortium and wider voluntary sector services.
- Be responsible for the One Bexley phone line, confidently gathering, extracting and recording key information while making callers feel supported and informed.
- Manage the shared email inbox and ensure timely, accurate responses.

- Accurately log all referrals on the Local Authority Liquid Logic CRM and on internal Excel-based tracking systems.
- Allocate referrals to the appropriate consortium partner based on eligibility and service criteria.
- Monitor referral pathways and support ongoing quality and consistency in triage decision-making.
- Support Trusted Assessors with administrative processes, ASC system queries and data procedures.
- Maintain and update the consortium's SharePoint site, ensuring documents are well-organised and version controlled.
- Contribute to the development and maintenance of "How To" guides, process flow documents and other operational resources.
- Assist in the production of monthly bulletins, reports, service updates and promotional materials.
- Ensure marketing stock (leaflets, posters, etc.) is monitored and reordered when required.
- Provide administrative support to the Office & Data Lead, including help with data analysis, reporting and quality assurance.
- Assist with event coordination and represent the consortium at community events as required.
- To comply with, and share responsibility for ensuring the implementation of, BVSC policies and procedures and key legislation such as GDPR and Safeguarding.
- Attend, contribute to and support the management of relevant meetings (e.g. Trusted Assessor meetings).

These are the normal duties which are required of the position; however, we do require that all staff be flexible and may be required to perform other duties to ensure the efficient running of services. The role will primarily be based at our offices in Engine House, Erith with some requirement to travel across Bexley.

### **Person Specification**

- Inclusive, respectful and collaborative.
- Highly organised and able to work on own or as part of a team.
- High integrity, accountability and professionalism.

- Creative, solution-focused and adaptable.
- Commitment to equity, diversity, belonging and safe practice.

### **Essential Criteria**

- Strong administrative experience with excellent organisational and multitasking skills.
- Highly organised, with the ability to manage and prioritise multiple tasks at once while maintaining accuracy.
- High-level IT proficiency, including advanced Microsoft Excel skills (e.g. filtering, pivot tables, data validation) and experience using CRM/database systems.
- Experience working with confidential and sensitive information.
- Excellent communication skills, both written and verbal, with the ability to extract key information quickly and confidently.
- Demonstrable interpersonal skills and empathy when working with people from diverse backgrounds.
- Ability to prioritise effectively, manage conflicting demands and maintain accuracy under pressure.
- A confident problem-solver able to exercise good judgement and initiative.
- A positive, flexible, “can-do” attitude and willingness to support colleagues.
- Commitment to improving the lives of local residents and communities.

### **Desirable Criteria**

- Knowledge of local voluntary sector services and health & social care landscapes.
- Experience working with adults with a range of needs (e.g. older people, mental health, long-term conditions).
- Previous triage experience.
- Understanding of the Care Act 2014.
- Work in a way that supports a trauma-informed approach, including communicating clearly, responding appropriately to need, and recognising the impact of individual circumstances.

## **Additional Information**

Please submit your supporting statement addressing each of the specification points above, your CV and monitoring form by **5pm Friday 24<sup>th</sup> April 2026** to [humanresources@bvsc.co.uk](mailto:humanresources@bvsc.co.uk)

Please note, safer recruitment processes and appropriate pre-appointment checks will be completed before any role is confirmed.

We recognise that AI tools can be useful for basic checks such as spelling or grammar. However, we ask that candidates do not use AI to write or generate responses within their application. We value authenticity and want to hear your voice, experiences and motivations throughout the process.

If you would like an informal chat about the role or any reasonable adjustments required for the application or interview, please contact BVSC's HR team who can arrange this.

Please note, if we receive a high volume of applications, we may close the advert before the date stated above.