



**TITLE:** Referrals Officer

**SALARY:** £26,000-£29,000, 37 hrs per week, Mon - Fri

**BASED:** Home-based (remote)

**REPORTING TO:** Operations Manager

**APPLICATION DEADLINE:** Sunday 10<sup>th</sup> November 2024

<b>KEY ACCOUNTABILITIES:</b>
Manage the client referrals system and provide first-point-of-contact support for internal and external enquiries.  Provide support to local Branches regarding the client management system, client referrals and client enquiries.  Provide data and reporting support to the internal team.
<b>Role Responsibilities</b>
<ul style="list-style-type: none"><li>• Initial point of contact for enquiries that come in by telephone and email. This includes triaging/ assigning queries from our central inbox and central telephone number to the appropriate team member.</li><li>• Maintaining and administering the CRM database, assigning client referrals, updating, and maintaining records.</li><li>• Providing support to local REMAP Branches concerning clients' requests for a service.</li><li>• Creating routine reporting processes for data collected via the CRM and providing insight into these figures.</li><li>• Providing advice and guidance on our services to members of the public, health professionals and other external parties.</li><li>• Working with others to increase the effectiveness of the CRM system in regards to our volunteer and client journey.</li><li>• Cover for our Volunteer Administration Officer during absences.</li></ul>

<b>Skills and Experience</b>	<b>Essential or Desirable</b>
Confident user/ administrator of a CRM system (ideally Salesforce). Minimum 2 years' experience using/ maintaining a CRM.	E
Experience with data management	E
Confident IT user, proficient in navigating a client portal and MS Office	E
Experience of handling client queries in a supportive, professional and timely manner	E
Excellent written and verbal communication, with the ability to build relationships and create rapport with a diverse range of people	E
Strong attention to detail, with excellent organisational, prioritisation and time management skills	E
<b>Attitude and Approach</b>	
Positive and proactive approach, with the ability to work independently and collaboratively	E
Enthusiasm, energy and eagerness to learn about our services, responding well to change	E
<b>Knowledge</b>	
Basic knowledge of Salesforce automation tools/ experience using Salesforce CRM	D
Knowledge of health services/ disability services/ social care/ community support services	D