



Community Helpdesk Advisor

Salary: Band: 5, £27,346 per annum

37 hours per week - This role may include working outside core hours and at weekends with notice.

This role is based 5 days per week in the Hive, Portsmouth.

Location: HIVE Portsmouth & Community Helpdesk

The Service

HIVE Portsmouth & Community Helpdesk

Managed by the VCSE Team in Culture Leisure and Regulatory Services, located with HIVE Portsmouth, our Community Helpdesk is located within Central Library.

HIVE Portsmouth <https://www.hiveportsmouth.com/> has been developed by a group of voluntary sector leaders working in partnership with the City Council and Health and Care services. The role of the HIVE is to support people within their communities to live independently, by connecting them with groups and organisations who can help them and by working with individuals to make their communities a better place to live.

HIVE Portsmouth is the hub for community response in the city and we also manage the City's School uniform sharestore.

What is the role?

The main focus of this role is to work as part of a team, helping connect residents, families and professionals with the information, advice and support they need. As the first point of contact for the HIVE Community Helpdesk, you will provide a welcoming and responsive service through face-to-face conversations, telephone enquiries, referrals, email, social media and our CRM system.

You will be based primarily at the Community Helpdesk within Central Library; however, you will also be expected to support other HIVE Community Helpdesk locations across the city as required, ensuring residents can access consistent information, advice and support wherever they engage with the service. In addition, you will support the School Uniform Share Store, helping to sort and organise donated uniforms so they can be redistributed to local families, making a direct difference to the community.

Using the information available to you, through training and your own skills, you will help individuals to receive the support that is right for them, and you will be supported help individuals to resolve issues themselves.

You will be part of the core team within Hive Portsmouth as such will be expected to be flexible in your approach, as our wider community work evolves.

Who is the person?

You need:

1. A passion for quality customer service and delivery that is clear and accurate and an understanding of what good customer service means.
2. Customer service experience: you will need to have experience of and be confident meeting customers face-to-face, speaking with them on the phone and conversing with them via email, with additional experience of successfully engaging with difficult and challenging situations and people.
3. An excellent standard of spoken and written English. The ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post.
4. A flexible approach not just about when you work but also what tasks within the role you undertake with the ability and willingness to work under pressure: dealing with steady and consistent flow of enquiries while treating each customer as if they were your first.
5. An ability to really listen to what is being said, show empathy and not make assumptions or judgements.
6. A commitment to teamwork, with the understanding of what being part of a team really means and how that affects customer service, with the ability to build effective relationships with and be supportive at all times.
7. Experience/knowledge of GDPR/Information Governance is desirable.
8. The foresight to think 'outside the box' the ability to use your initiative when the answer/resolution isn't immediately obvious.
9. A high level of customer service focus with the ability to remain realistic when setting expectations.
10. The ability to be innovative, realise when something is not working and be confident to escalate issues to management.

You will need to demonstrate that you have the Right to Work in the UK. No post will be offered without it.

General Data Protection Regulation (GDPR)

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