



## **Mermaids Summary**

Mermaids is the only UK-wide charity working to support thousands of transgender or gender non-conforming children, young people and their families. Mermaids overarching aim is to create a world where gender diverse children and young people can be themselves and thrive; to this end, our goal is to relieve the mental and emotional stress of all those aged 19 years and under who are gender variant, as well as to promote education and awareness. We offer information, support, friendship and shared experiences to young people and their families, as well as providing some local and national opportunities to meet others. We achieve these charitable aims through our helpline as well as training, parent and teenager support groups and a wide variety of events, all supported by our volunteers.

## **Helpline Operator Role Description**

### **Purpose of the role**

As a growing charity Mermaids has been successful in raising awareness of the difficulties facing transgender children and young people, and campaigning for better education, treatment and acceptance of the same. The work that we do has expanded, and we now need an effective and skilled Helpline operator. Supporting our helpline team you will support our service users by offering support and information. This role will involve a substantial amount of work outside of core office hours (ie evenings and bank holidays). As the main point of contact for many service users and interested parties you will have a varied workload and must be able to manage conflicting priorities.

### **Key objective**

- *To act as a first point of contact for service users and those contacting Mermaids.*
- *To support the day to day running of Mermaids helpline and all aspects of the email and text service.*
- *To ensure the smooth running of all administrative aspects of Mermaids helpline.*

### **Key responsibilities and duties**

- Provide prompt and accurate support on gender identity issues via the helpline, email service or webchat support.
- Adhere to Mermaids safeguarding policy.
- Maintain confidentiality where appropriate on the helpline, dealing with calls and emails in a sensitive and professional manner.
- Deal with inbound and outbound calling.

- Prioritise & manage workload effectively.
- Work with volunteers to ensure full coverage of operational hours.
- Operate helpline during unsociable hours.
- Ensure ongoing support issues or training requests are passed to the relevant member of staff.
- Ensure documentation, information links and materials are up to date.
- To liaise with and support the Helpline Manager

### **General responsibilities and duties**

- Conduct the duties of the job description in accordance with the operational policies of Mermaids, including but not limited to the diversity policy and code of conduct.
- Maintain good working relations with staff, volunteers and other stakeholders.
- Contribute to the general administration and delivery of all Mermaids' programmes, events and overall objectives.
- Manage own time effectively and ensure attention to detail at all times.
- Undertake any other reasonable duties as may be required such as attending events and residential.

This is an outline role description and may be subject to change in consultation with the post holder.

## Helpline Operator Person Specification

- Experience of helpline operations.
- Proven relationship manager.
- Excellent verbal and written communication skills.
- Good IT skills including the use of CRM systems.
- Good partnership working skills, building trust and acting as a representative.
- Excellent organisational skills.
- Ability to remain calm and impartial in circumstances that may be distressing or challenging
- Strong team player with excellent interpersonal skills, able to relate appropriately to a wide range of people.
- Supporting others to succeed in line with Mermaids' aims and objectives.
- A good understanding of diversity, inclusion and equality issues – knowledge of transgender or gender diversity issues would be particularly welcome.
- Commitment to the aims and objectives of Mermaids.

## **Helpline Operator Key Terms and Conditions**

### **Place of Work**

Suite 4 Tarn House, 77 The High Street, Yeadon, Leeds, LS19 7PP with the option of flexible working.

### **Working Week**

This is a fixed contract position for 12 months then reviewed with the potential for a permanent position. Mermaids normal hours are Monday to Friday from 9.30am to 5.30pm, however the demands of this post require a flexible approach to both timing and duration of the working day, with evening working to engage with volunteers when they're available, attendance at evening events and attendance at weekend residential events.

Time off in lieu will be given.

### **Salary Scale**

The salary will be £18200 FTE. You will be paid monthly by credit transfer to your bank account by the 20th day of each month. Please be aware that this will be salary for the whole calendar month so that (assuming pay date may not be the last day of the month) some of your salary will be in arrears and a proportion will be in advance.

### **Annual Leave**

The core holiday entitlement is 28 working days per year which includes 8 Public Holidays. These are: New Year's Day, Good Friday, Easter Monday, May Day, late Spring holiday at the end of May, Late Summer holiday at the end of August, Christmas Day and Boxing Day. The days taken as leave will be discretion with approval of the CEO.

### **Pension**

Mermaids will contribute up to 5% of salary to the Mermaids pension scheme.

### **Probation & notice**

The post is subject to a six-month probationary period. During this period, you will be entitled to receive, and are required to give, at least one weeks' notice of termination, which must be in writing. After successful completion of your probationary period you are entitled to receive, and are required to give, at least one months' notice of termination, which must be in writing.

**HOW TO APPLY:**

Send your CV to [recruit@mermaidsuk.org.uk](mailto:recruit@mermaidsuk.org.uk), accompanied by a 1 page covering letter outlining what your employment and experience would bring to the charity. Applications not in the specified format or submitted past the deadline may not be considered.

**Deadline for applications:** 15<sup>th</sup> February 2019

**Interview dates:** Preliminary interviews will take place by phone then final selection will be invited to attend a face to face interview.

**Start date for the role:** subject to notice period required, ASAP

Due to the high volume of applications that Mermaids receives per position we are unable to provide feedback on individual applications or answer questions from applicants.

Mermaids is an equal opportunity employer.

Due to the nature of this role, the successful applicant will be required to pass a Disclosure and Barring Service (criminal records) check.