**ADMIN & SINGLE POINT OF CONTACT TRIAGE OFFICER**

**JOB DESCRIPTION**

Post: Admin & Single Point of Triage Officer

Responsible to: Pathways Office & Data Lead

Salary: £29,303.00 + 6% pension contribution

Hours: 35 hours across 5 days

Length of Contract: Permanent

**About us**

At Bexley Voluntary Services Council (BVSC) you will find a team who are absolutely committed to supporting a strong, sustainable, and influential voluntary and community sector that can make a positive impact on people’s lives in Bexley.

We work hard, we help each other and go out of our way to help others and find solutions rather than focusing on problems. We are positive and proactive and, although absolutely focused on our areas of expertise, we work as a team so that BVSC is the best it can be. Above all, everything we do is to strengthen our local Voluntary and Community Sector (VCS).

BVSC are members of a local consortium where eight voluntary sector organisations have come together to support local people with care and support needs in new and sustainable ways. The consortium will work as “Trusted Partners” to enable people to find the right support services that meet their needs and fulfil their personal goals – supporting them to maintain their independence for as long as possible and helping them to plan ahead.

**Purpose of Job**

The consortium service requires a role to act as a single point of access where consortium partners, residents, referrers, and adult social care can contact for information and access to the service. The service is operational from 9am-5pm Monday to Friday and the single point of access will provide the intermediary between LA/Consortia for day today queries and will monitor referrals into the consortium.

**Duties and Responsibilities**

* Be the primary point of contact for enquiries via phone and email, taking messages or signposting to the team where appropriate
* Triage referrals received from the Local Authority, partner & community organisations and Bexley residents to the appropriate consortium partner
* Provide information & Guidance regarding available services in the voluntary sector, largely for consortium members and statutory professionals.
* Ensure information and advice regarding wider voluntary sector services/activities is consistent, up-to-date, and available to consortium members.
* Input new referrals onto the Local Authority Liquid Logic CRM system
* Monitor all referral pathways, and keep an accurate overview of numbers and statistics
* Assist in the preparation of reports, monthly e-bulletins, publicity materials and monitoring.
* Raise the profile of the single point of access for information/advice in community networks and other relevant events.
* Be the single point of contact for the London Borough of Bexley for referrals, questions and updates.
* Act as the intermediary between the London Borough of Bexley and the Consortia for day-to-day queries
* Support the Referral Management role in maintaining and updating the SharePoint site.
* Attend staff meetings, supervision and training 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
* Undertake any other duties that may reasonably be assigned from time to time including travel throughout the borough to attend events and meet with volunteers and organisations.

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 will some requirement to travel across Bexley.

**Please submit your application form by 5pm on Monday 25th August 2025 to** [**humanresources@bvsc.co.uk**](mailto:humanresources@bvsc.co.uk) **- PLEASE NOTE: PREVIOUS APPLICANTS NEED NOT APPLY**

**If you have not heard from us by Wednesday 27th August 2025, please assume your application was not successful, we are unable to provide feedback on applications which are not shortlisted. We expect interviews to take place on Tuesday 2nd September 2025.   
  
If you have any questions or would like to chat about the role, please contact Lucy Munday (**[**lmunday@bvsc.co.uk**](mailto:lmunday@bvsc.co.uk)**) or 01322 524682 to arrange a call**

**Key**

Demonstrate suitability via: A-Application, I-Interview, T-Test

**Skills and Experience**

|  |  |
| --- | --- |
| **Essential** | |
| Administration experience with strong organisational skills | A, I, |
| Committed to improving lives and communities | A,I |
| Excellent interpersonal skills with experience of working with people from diverse backgrounds. Ability to build rapport with a wide range of people demonstrating empathy and understanding | A, I, |
| Experience of working within a framework of confidentiality and with access to sensitive personal data | A,I |
| Excellent IT skills including previous use of Microsoft Office (especially Microsoft Excel) and CRM database systems | A, I, T |
| Excellent communication skills, enabling you to confidently receive referrals on the phone & email; extracting relevant information whilst ensuring people feel supported and informed | A, I, T |
| A creative problem solver and able to prioritise a varied workload, managing conflicting priorities to meet deadlines | A, I |
| Able to work on your own initiative and meet deadlines | A,I |
| Enthusiasm, flexibility and a positive ‘can do’ attitude | A, I, |
| Comfortabe working in a screen-based role, with a strong focus on phone communication, data entry, and digital coordination | A, I |
| **Desirable** | |
| Existing knowledge of local voluntary sector services and resources and understanding of Health and Social Care Services | A, I, |
| Experience of working in an environment supporting people with a variety of needs (for example with older people or within mental health) | A, I |
| Experience of triage services | A, I |
| Knowledge of the Care Act 2014 | A,I |

This position will be subject to satisfactory references and DBS check.