



Job Description

Directorate	Families and Wellbeing
Service	One Front Door (OFD)

Post details	
Job title	One Front Door (OFD) Advisor
Grade	5
Location of work	OFD Hub
Directly responsible to	One Front Door Team Leader/IM Tier Deputy Manager
Directly responsible for	N/A
Hours of duty	Shift pattern covering 24 hours per day, 7 days per week, 365 days a year
Primary purpose and scope of the job • To provide a comprehensive and responsive level of customer service on behalf of the authority. • To work as part of a multi-functional One Front Door Team. To provide high quality customer focused service for a wide range of social care and health services. • Provide emergency Council out of hours service. • To provide call handling response to Technology Enabled Care services.	
Working Relationships • Members of the public • Officers from all Directorates at all levels • Health and social care service colleagues • Other Local Authorities/Public sector bodies • Voluntary and community groups • Private sector • Emergency services	

Key Tasks and Responsibilities

1. Work flexibly across the opening hours and locations of the One Front Door.
2. To provide a quality and customer-focussed service that delivers effective outcomes.
3. Deal with all enquiries and requests from customers in a positive, friendly, professional and helpful manner ensuring that enquiries are correctly understood, responded to and effectively handed over to specialist services where necessary. Enquiries may be received through a variety of multimedia channels.
4. Deliver a community led support model having great conversations with people to resolve any queries within a preventative model.
5. Have a good understanding of services across Warrington to give appropriate information, advice and signposting to people.
6. Provide accessible and comprehensive information and advice to customers on all services delivered through the One Front Door by keeping up to date with all aspects of service development. Aiming to resolve all enquiries at first point of contact where possible.
7. Process enquiries and requests efficiently and accurately using a range of PC based systems used to support the service including: CRM, Mosaic, SystmOne, Tunstall, email, internet, telephony and other databases as required.
8. To assist in the maintenance of the communications equipment by cleaning, programming and testing all types of systems in use and reporting any faults that occur.
9. To be aware of all types of equipment connected to the system and how it can be operated from One Front Door.
10. To comply with all decisions, policies and standing orders of the Council and any relevant statutory requirements, including Equal Opportunities legislation the Health and Safety at Work Act, Data Protection Act, Disability Discrimination Act and Freedom of Information Act.
11. Operate professionally both as an individual and as team member for the benefit of the customer at all times. Promoting ideas, suggestions and feedback at team meetings to contribute to the effectiveness and continued success of the service.
12. Undertake training and development relevant to the post and assist the Team Leaders/Deputy Manager in the development of new staff and trainees through mentoring and job shadowing.
13. Identify problems by continuous review and make recommendations for improvement, so as to contribute to the achievement of the Team's overall service objectives.
14. To undertake additional duties as are reasonably commensurate with the level of this post.

Review

Review Arrangements

The details contained in this job description reflect the content of the job at the date it was prepared; however, it is inevitable that over time, the nature of the jobs may change. Existing duties may no longer be required and other duties may be gained without changing the general nature of the post or the level of responsibility entailed. Consequently, the Council will expect to revise this job description from time to time and will consult with the post holder at the appropriate time.

Prepared / Revised By	Peter O'Reilly
Role	IMC Deputy Team Manager
Date	25/02/2025