



Job Profile

JOB TITLE:

Remote Services Support Officer

REPORTS TO:

Head of Remote Support Services

JOB PURPOSE:

As a Remote Services Support Officer within GamCare's Helpline and Online Services, you will play a pivotal role in the evolution of our Remote Services. In this position, you will oversee a range of projects within our helpline and online team which channel include telephone, live chat, email, social media messaging, and the Online Support Programme (EmpowerMe), alongside online appointments, Forum, and Chatrooms.

Your key responsibility will be to manage projects and plans within these teams while also driving forward additional initiatives including system developments. The post holder has exceptional communication and collaboration skills, using these to work with senior managers, and other staff, volunteers, and external stakeholders.

You will support the Head of Remote Services, the Senior Online Manager and Helpline Managers with providing administrative and coordination support. The post holder has a range of responsibilities including implementing reporting schedules, facilitating internal team collaborations, organising and documenting meetings, tracking action items, and overseeing monitoring systems.

DIMENSIONS:

- Support deliverables and KPIs within funder contractual agreements
- Supervision of 1x Helpline admin officer, delegating tasks and responsibilities

INTERNAL AND EXTERNAL CONTACTS:**Internal:**

- Collaboration with senior administrators within directorate and wider teams
- Assigning tasks and actions to Senior Managers and Managers following meetings and workshops
- Regular communication with Helpline, online, comms and digital teams to effectively manage projects
- Report sharing with colleagues, presenting updates and developments of projects
- Delegation and support to Helpline admin officer

External:

- Produce meeting minutes for a variety of external audiences
- Regular communication with external service providers and developers

- Attend meetings with funders, taking actions and following up

OVERALL ACCOUNTABILITIES:

- Ensure projects meet KPIs by creating project plans, taking actions and disseminating with management
- Arrange and lead on project update meetings, ensuring that actions are delegated and communicated
- Produce timelines, escalating concerns and managing external developer relationships
- Organise calendars, rotas, diaries and meeting across multiple teams and colleagues both internally and externally
- Coordinate lived experience input into projects, communicating actions and outcomes of workshops and meetings
- Manage reporting schedules and requests, ensuring that reports are accurate and submitted on time
- Assist with the co-ordination and development of functions across teams, to improve efficiency and/or effectiveness, for example through compilation of presentations
- Provide supervision and support to admin officer/s, delegating tasks and ensuring that they are confident in undertaking these

Person Specification – Essential Criteria

You should be highly organised and detail-oriented with strong analytical and problem-solving skills, plus the ability to prioritise and execute tasks well. It is also important that you display excellent verbal, written communication, and excellent interpersonal skills with the ability to present ideas in user-friendly language.

Experience Criteria

Experience

- Experience in operational support, administration or as a personal assistant
- Experience of managing projects
- Experience of using and updating spreadsheets and reports
- Experience of supervising or mentoring of staff, providing feedback and support

Skills

- Excellent IT skills, working knowledge of Microsoft packages
- Full understanding and experience of using data bases and digital platforms

Circumstances

- Able to attend meetings and events approximately once per month at HQ, London (expenses paid)

To be noted: This job description will be reviewed regularly. Any changes will be discussed with the post holder. This is not an exhaustive list of duties and responsibilities the post holder may be required to undertake other duties which fall within the grade of the job, in discussion with your line manager.