

Job Description



Job Title: Senior Customer Service Advisor	Service Area: Enabled Living Healthcare Ltd
Salary £32,178.00	Date last updated: August 2026

Enabled Living provide a range of health and well-being services that help the people of Newham residents live the life they want.

Our **Equipment Service** offers a wide range of community equipment, to support people to continue life in their own homes; from small items like commodes and walking frames, right up to more complex equipment such as medical beds and hoists. We work in partnership with a wide range of health and social care professionals.

Our **Sensory Service** work with residents who are visually impaired, hard-of-hearing, Deaf and Deafblind, to assess and support them to be more independent, safe and confident. We provide specialist, hands-on practical services tailored to people's needs. This includes mobility training i.e. training to use a white cane to undertake a journey on public transport and helping to identify and access services to resolve an issue.

Our **Wheelchair Service** work with residents who have a permanent disability or medical condition which impacts ability to walk. Our specialist staff work closely with wheelchair users, their families and engineers to assess and prescribe the wheelchair to meet the need of the individual. This could be a simple wheelchair to allow users to get out and about, up to a complex seating system to maintain posture and mobility.

The Lounge has been designed to look like a real home, and is equipped with assistive technology and equipment. The team there can support, advise and assess people with emerging, non-complex needs on how they can continue to live independently at home.

Our **Occupational Therapy Service** is a new team in Enabled Living providing Occupational Therapy assessment and recommendations to support the people of Newham to live the life they choose.

Overall Purpose of Job

This is an exciting, varied role and will be based in the Customer Service Team.
The overall purpose of the role is:

- To act as the first point of contact for people who draw on the Enabled Living services, their carers and other agencies
- Effective liaison with, customers, families, carers and health and social care professionals to ensure smooth running of the Community Equipment Service.
- To oversee the customer service offer for all Enabled Living Services.

- To effectively manage systems relating to customer records, equipment and wheelchair orders, appointments and service requests, including assessments, deliveries, collections, servicing and repairs.
- To produce simple performance reports through analysing activity information, retrieval and data input when required.
- To support the work of Enabled Living clinicians and associates to ensure optimum throughput via efficient system support.
- To ensure the safekeeping, accuracy and confidentiality of customer records.
- To work with Team Leaders and Senior Managers to help support projects and service improvement initiatives.
- Represent the equipment service within the Integrated Discharge Hub.
- To act as a point of contact for the procurement of equipment and place orders and liaise with equipment providers.
- Effective liaison with, customers, families, carers and health and social care professionals to ensure smooth running of the community equipment service.
- To deputise for line manager as appropriate

Job Context

1. The post holder reports to the Customer Service Team Leader
2. The post holder will work flexibly and work as an effective team member.
3. The post holder will be required to some work weekends and public holidays on IDH as part of a rota in order to meet service requirements.
4. The post holder has no line management or budgetary responsibility.

Key Tasks and Accountabilities:

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all of the tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties, which may be required from time to time.

To undertake all responsibilities listed below:

1. To be the first point of contact to the organisation in responding to and managing enquiries and information via telephone, email, face to face, web platforms.
2. To resolve enquiries effectively, which may be difficult or sensitive, using the appropriate language, listening, interviewing, telephone and written skills, and body language to ensure a compassionate response and a rapport is built with the enquirer. To ensure that situations, where possible are deescalated and the effective recording complaints and compliments.
3. To use all available information technology applications and other systems to ensure the efficient provision of information, advice and support to people who draw on our services, their carers or their health and social care professionals
4. To operate within the agreed operating processes, such as processing of customer requests and use of databases to deliver professional customer service which is relevant, high quality and protects customer confidentiality.

5. To uphold and ensure compliance with policies and procedures across the business including Health & Safety, Information Governance (including the GDPR), the Freedom of Information Act, Caldicott Principles and related security and confidentiality policies and procedures).
6. To use effective communications, liaison and working relationships across the service and with external partners. To share information with others observing data protection guidelines.
7. To carry out other duties within the competence of the post holder as may be reasonably required from time to time.
8. Oversee the processing of referrals, creating customer records, arranging appointments, customer liaison, booking customer clinics or group training, booking resources and administrative support the clinical staff (both team members and associates) to carry out their clinical role in an efficient manner. This may involve liaison with associates, multi-agency contacts, including; the customer and family, health and social care professionals, partner teams or organisations and other external agencies.
9. Represent the Community Equipment service at the Integrated Discharge Hub (IDH). Managing the throughput of referrals through liaison with family members, carers and partner organisations of the IDH and coordinate the work of the duty IDH driver(s) whilst optimising efficiencies in same day deliveries
10. Equipment ordering, managing recycled non-stock resources, chasing outstanding orders or quotes, liaising with equipment providers and approved repairers, and following up with residents or prescribers when necessary.
11. Co-ordinate and arrange deliveries and collections of complex equipment and minor adaptations. This may involve liaison with multi agency contacts, including; the customer and family, health and social care prescribers/professionals, formal carers/ care agencies.
12. Daily allocation of driver jobs relation to the following day's deliveries, collections and technical jobs. Ensuring a systematic approach to allocating daily jobs relating to order priority, route planning and customer requests and equipment service performance.
13. Scheduling Consumables cycles, including setting up new, amending and deleting cycles and schedule servicing schedules for community equipment and medical devices according to manufacturer's guidance. Overseeing any delegated work to more junior colleagues.
14. Develop an advanced understanding of the use of wheelchairs, OT and sensory equipment and standard stock community equipment in order to complete courtesy calls and support users in troubleshooting repairs or queries.

15. Represent the Therapy services at Community or Outreach events.
16. Support the delivery of continuous improvement within the service, by responding to customer demand, reducing and eliminating “waste”, and improving performance and efficiency.
17. To participate in service development discussion, including Co-Production, and implementation of quality initiatives as appropriate.

EQUALITY AND DIVERSITY

We are committed to and champion equality and diversity in all aspects of employment with the Enabled Healthcare. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

PROTECTING OUR STAFF AND SERVICES

Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.

Personal Specification

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IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that, you meet them, you will not be shortlisted. Please give specific examples wherever possible.

CRITERIA	METHOD OF ASSESSMENT
KNOWLEDGE: An understanding of the services provide by Enabled Living Healthcare Ltd An advanced understanding of the roles of clinical staff in Wheelchair, OT and Sensory service An understanding of the role of the partner organisations and prescribers who order through the Community Equipment service	Application/ Interview Application Application
EXPERIENCE: Experience of working within a customer-focused front-line service. Experience of operating, updating and retrieving data from IT systems and producing simple reports.	Application Application

SKILLS AND ABILITIES: Ability to deliver high quality, customer focussed, value for money services. Advanced communication skills (orally and in writing). Advanced ability to be empathetic and compassionate in sensitive and ability to deescalate sometimes challenging interactions. Ability to deliver excellent customer contact standards. Ability to produce accurate work including work on spreadsheets. Good and accurate ICT skills. Advanced problem-solving skills, and ability to quickly evaluate situations and initiate appropriate actions or escalate when required. Ability to prioritise work of different teams in order to manage the overall workload and knowing when to escalate. Ability to work, and direct others to work, in a supportive capacity to ensure the work of the teams and individuals is optimised.	Interview Application/Interview Interview Interview Application Application Interview Interview Interview
PERSONAL STYLE AND BEHAVIOUR: The ability to work as part of a team and create a productive, collegiate and harmonious working environment. Ability to work in a highly flexible way. Ability to take initiative, support and direct others within given parameters to deliver required results. Ability to respond quickly and effectively to shifting service needs.	Interview Interview Application Interview

Ability to navigate and apply service guidelines effectively in order to maintain high standards of practice and compliance. A demonstrable understanding of equality and diversity issues and commitment to achieving equality in service delivery. A demonstrable understanding of providing high quality, inclusive services. Ability to demonstrate in day to day work Enabled Living values. Always learning Always high performing Always caring Always here to help Always do the right thing Always working together.	Application Interview Application Interview/Application
OTHER SPECIAL REQUIREMENTS: Willingness and ability to work occasional evenings and weekends to maintain service delivery. This post is subject to a DBS check.	Application Satisfactory clearance at conditional offer stage