



Hanover (Scotland)  
Housing Association  
95 McDonald Road  
Edinburgh  
EH7 4NS

**CARELINE OPERATIONAL MANAGER**  
**£24,810 - £28,277 pa**  
**35 Hours per Week**

This is a new position in our purpose designed Careline facility based at McDonald Road, Edinburgh.

The role will manage day to day running of our long-established, accredited telephone support services to individual customers and corporate clients throughout Scotland.

Reporting to the Careline Manager you will ensure the centre meets the quality standards and targets we expect and our service users demand.

You will have the ability to match customer service understanding with a focus on developing staff skills to ensure these objectives are met.

You will respond to service queries from customers, assist in the preparation and monitoring of budget information and ensure appropriate contractual documentation is in place for all clients.

Educated to degree level or equivalent you will be able to demonstrate 2 years' successful accomplishment in managing services and staff, and will also be an IT literate, confident, clear communicator at all levels.

We will provide detailed training in the database applications used to provide our services.

Service conditions include generous annual leave and final salary pension scheme.

This post is subject to Enhanced Disclosure of Criminal Records via Disclosure Scotland. (Ref 097)

Please write for an application form and information pack to The Personnel Officer at the above address or Tel: 0131 557 7430 (24 Hour Answer Service) or email: [recruit@hsha.org.uk](mailto:recruit@hsha.org.uk). Please quote the appropriate reference number in all correspondence.

**Closing Date: 26 September 2005**

**EQUAL OPPORTUNITIES EMPLOYER**