

Northumberland County Council
JOB DESCRIPTION

Post Title: Contact Centre Advisor	Director/Service/Sector: Corporate Resources		Office Use
Band: 4	Workplace: Northumberland County Council Contact Centre, County Hall, Morpeth, NE61 2EF		JE ref: 3172 HRMS ref:
Responsible to: Contact Centre Team Leader	Date: April 2016	Manager Level: N/A	
Job Purpose:			
<p>To deliver an efficient, first class service, first time, every time; ensuring a consistent, high quality, customer focused service is delivered through the Council's Contact Centre</p> <p>Deal with calls and enquiries from citizens, businesses and visitors of Northumberland by any channel, resolving as many queries as possible at the first point of contact.</p> <p>Act as an advocate for the customer to ensure they receive the information, advice and access they need to all appropriate Council services, or signpost to relevant organisations as appropriate.</p>			
Resources	Staff	Any junior staff that may be assigned from time to time. Support of new staff into the service to facilitate the sharing / cascade of service knowledge , general support of colleagues working as a team	
	Finance	Ensuring telephone payments are correctly assigned to accounts and services.	
	Physical	Ensuring data is input and maintained accurately. Careful and correct use of allocated tools, equipment and facilities.	
	Clients	Internal and external customers: Citizens, Council tenants, businesses, visitors, officers and managers within all Council services and partner organisations.	
Duties and key result areas:			
<ol style="list-style-type: none"> 1. Act as first point of contact for customers, taking responsibility for handling each enquiry through to a satisfactory conclusion. 2. Provide accurate and up to date information and advice on all services of the Council and its partner services. 3. Take ownership for resolving queries or completing actions arising from customer enquiries, including referrals to services and external partners. 4. Contact customers to follow up queries where appropriate. 5. Utilise relevant ICT systems to maintain accurate and up to date records, files and statistical information. 6. Receive and process payments in relation to Council and partner services and bookings. 7. Receive and record details of compliments, comments and complaints and provide advice and guidance to customers. 8. Administrative tasks to meet the needs of the service. 9. Maintain high standards of customer care at all times and promote a culture of service excellence. 10. Contribute to the continuous improvement of the service. <p>The duties and responsibilities highlighted in this job description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.</p>			
Work Arrangements			
Transport requirements: Working patterns: Working conditions:		Some travel to meetings or training may be required. Flexible working patterns. Office based.	

Northumberland County Council
PERSON SPECIFICATION

Post Title: Contact Centre Advisor	Director/Service/Sector: Corporate Resources	Ref: 3172
Essential	Desirable	Assess by
Knowledge and Qualifications		
<ul style="list-style-type: none"> • Educated to GCSE level or equivalent. • Knowledge of Contact Centre systems and processes. • Understanding of the relationship between customer care and volume of enquiries to deal with. • A sound working knowledge of the procedural and practical issues relating to customer services. • An awareness of and interest in the current issues facing the Council and the services it provides. • Understanding of information handling requirements such as Data Protection. • Understanding of health and safety and equality standards. • Understanding of customer care and standards. 	<ul style="list-style-type: none"> • NVQ in Customer Care/Customer Service related subject. • CLAIT or equivalent. 	(a) (i)
Experience		
<ul style="list-style-type: none"> • Experience of Customer Service / Contact Centre in a comparable organisation. • Experience of delivering excellence in customer facing environments in the public/private sector. • Experience of dealing with a wide range of services and enquiry types. • Experience of working in an environment governed by clear processes and procedures. • Experience of gathering, organising and managing information with a high level of accuracy. 	<ul style="list-style-type: none"> • Handling card payments 	(a) (i) (r)
Skills and competencies		
<ul style="list-style-type: none"> • Customer oriented. • An active desire to provide effective customer centred services. • Well-developed interpersonal and communication skills, both written and verbal. • Listens and understands customers' needs. • Objective and rational approach to problem solving. • Ability to achieve a quick rapport with demanding customers. • Ability to interact effectively with customers dealing fairly and assertively with difficult situations and behaviours. • Ability to remain calm and logical in stressful and difficult situations. • Ability to deal with others at different organisational levels. • Diplomacy, tact, influencing and negotiating skills. • Proactive and achievement orientated. • IT literate. 		(a) (i) (r) (t)

<ul style="list-style-type: none"> Administration skills - ability to input, extract, interpret and record information from manual and computerised information sources. 		
Physical, mental and emotional demands		
<ul style="list-style-type: none"> Works from a constrained seated position for medium periods. Need to maintain general awareness with medium periods of enhanced concentration. Ability to work calmly and accurately under pressure. Uses discretion in dealing with customer queries. To be able to deal fairly and assertively with difficult situations and behaviours involving customers. To be able to deal with distressed customers. 		(a) (i) (r)
Motivation		
<ul style="list-style-type: none"> A corporate orientation and commitment to tackling issues across departmental boundaries. Enthusiastic and committed. Dependable, reliable and good time keeper. Encourages and displays high standards of honesty, integrity, openness and respect for others. Helps managers create a positive work culture in which diverse individual contributions and perspectives are valued. Proactive and achievement orientated. 		(a) (i)
Other		
<ul style="list-style-type: none"> Able to work flexible shift patterns. Willing to undertake appropriate training. Willingness to keep up to date with issues affecting Customer Services and other services across the Council. 		(a) (i)

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits