



Title Advisor Level 1	Department Environment and Resources	Post Ref. Salary Grade 5 (£22,401- £25,463)
Job Purpose To satisfy the needs of Customer Service Centre customers at the first point of contact wherever possible, ensuring services interface seamlessly with 'back office' departments. To assist the Customer Service Centre Team Manager in managing and supporting a team of advisors, ensuring the highest standards of customer care are achieved and the quality of information and advice maintained		
Key Responsibilities 1. To effectively handle inbound and outbound telephone calls and e-mails from members of the public, service users, internal departments and representatives of other agencies, and provide a prompt, high quality response to their enquiry/query. 2. To assist the Team Leader with the day to day support of a team of advisors. 3. To assist the Customer Service Centre management team in liaising with other service units to ensure effective service delivery, acting as "champion" for one or more service areas. 4. To assist Team Leader, ensuring staff rotas are adhered to and organising cover for breaks and absences when required. 5. To assist Team Leader in liaising with other service units to ensure effective service delivery. 6. To assist Team Leader in ensuring security of premises and systems at beginning and end of shifts as and when appropriate. 7. To establish the nature of the calls and respond by giving direct information or by interacting between the caller and the appropriate service unit or external agency, working to agreed quality standards		Key Accountabilities 1. Training: You will keep under review your own development needs and keep yourself informed of current issues within the context of the "Corporate Training and Development Policy". Where appropriate, you will contribute towards the Corporate & Departmental objectives by participation in intra- and inter-departmental working teams. 2. Health & Safety: You will take reasonable care for your health and safety and have regard to other persons who may be affected by the performance of your duties, in accordance with the provisions of Health & Safety legislation, and Authority and Departmental Codes of Practice and Procedures. You will exercise proper care in handling, operating and safeguarding any equipment, vehicle or appliance provided, used or issued by the County Council or provided or issued by a third party for individual or collective use in the performance of your duties.

<p>and Service Level Agreements.</p> <p>8. To take ownership of calls and ensure that outstanding tasks are followed up and dealt with to the satisfaction of both the customer and the Authority.</p> <p>9. To respond to requests from advisors to deal with difficult customers or complex complaints, escalating to the Customer Service Centre Team Manager if necessary.</p> <p>10. To deliver a customer-focused service which reflects the standards set out in the Council's "Customer Service Code of Practice" and individual Service Level Agreements.</p> <p>11. To assist with the delivery of staff training, offering advice and guidance as required.</p> <p>12. To assist Team Leader in ensuring team members keep abreast of service developments and organisational changes in order to provide accurate information and advice to customers.</p> <p>13. To ensure confidentiality of information in respect of records maintained and tasks undertaken in line with agreed policy and relevant legislation. This includes maintaining strict confidentiality in relation to personal information, which may become known to you in the course of your work.</p> <p>14. To maintain accurate up-to-date records in accordance with the Data Protection Act, ensuring data is stored accurately to enable the production of statistical and management reports as required.</p> <p>15. To uphold the Customer Service Centre team charter at all times and work professionally in accordance with the County Council's policies, procedures, standing orders and financial regulations.</p> <p>16. To provide appropriate support in contingency or civil emergencies as requested (including if necessary 24 hour call-out duties)</p>	<p>3. Equal Opportunities:</p> <p>Within resource constraints, you will ensure that you promote and deliver fair, sensitive and quality services to ALL existing and potential users of Nottinghamshire County Council.</p> <p>4. Customer Care:</p> <p>Within resource constraints, you will promote and deliver services in a way which is sensitive and responsive to those receiving such services, and be aware of and implement the County Council's customer care policies.</p> <p>5. Environmental:</p> <p>You will work in accordance with the County Council's green policies and established office and work practices.</p> <p>6. Technology:</p> <p>In accordance with "The Introduction of New Technology Agreement", you will work with computers, new technology and associated systems as required.</p> <p>7. Other Duties:</p> <p>This job description indicates the main areas of activity of this post. From time to time, however, other tasks/duties may be required but these will fall within the general area of responsibility and grade of post. Any changes which are of a permanent nature will, following consultation with you, be included in the job description in specific terms and will be formally issued to you.</p> <p>8. Hours: 37 hours (Shift hours within 8am – 8pm Monday to Friday and some Saturday mornings on a shift rota basis.)</p> <p>9. Supervision Given up to:</p>
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Tier 7 – Experienced / Professional Staff

<p>17. Any other duties that correspond reasonably to the general character of the post and are commensurate with its level of responsibility.</p> <p>18. In the absence of the team leader, senior advisors will be required to supervise advisors working in the Customer Service Centre, including matters relating to employee supervision, development and welfare.</p>	<p>20 Level 2/3 advisors or 20 FTE Customer Service Assistants, Reception and switchboard personnel.</p>
<p>The post holder will perform any duty or task that is appropriate for the role described</p>	

Person Specification**Education and Knowledge**

Educated to GCSE level or equivalent (or having appropriate customer service experience).

Using call centre/customer service centre technology

Data protection and confidentiality principles

Experience

1. Experience of using call/customer service centre technology
2. Experience of communicating effectively with people at different levels using all access channels.
3. Developed listening skills and the ability to assimilate information.
4. Experience of capturing, storing and accurately retrieving information to meet customer needs.
5. Experience of maintaining and developing effective working relationships with customers, service delivery partners and colleagues.
6. Ability to motivate/enthuse others.
7. Ability to remain calm and tactful in dealing with colleagues/customers.
8. Ability to utilise information and communications technology to access and communicate information.

Personal skills and general competencies

1. A high level of personal drive and commitment to excellent customer care and the ability to set an example for other staff
2. Strong interpersonal skills to gain the agreement and acceptance of others including colleagues, senior managers and customers.
3. Ability to make decisions and solve problems to meet operational targets, involving devising solutions and prioritising the resources available
4. Ability to meet agreed objectives and delivery targets by the effective use of resources.

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| <p>9. Ability to prioritise workload</p> <p>9. Flexible and adaptable</p> <p>10. Empathy with and commitment to Council service users and citizens</p> <p>11. Understanding of and commitment to Council policies relating to:-</p> <p>Equal opportunities and diversity
Customer care
Health and safety</p> <p>12. Commitment to providing a high quality service</p> <p>13. Commitment to improvement in service delivery</p> <p>14. Capable of working as team member</p> <p>15. Capable of working on own initiative</p> <p>16. Willingness to learn and keep personal technical knowledge up to date.</p> | |
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Role Dimensions

To provide highly effective Supervisory skills.

To be a skilled and professional communicator with the ability to interact well with people at different levels using all access channels.

Supervision Given:- Upto 20 FTE advisors or 20 FTE Customer Service Assistants; Reception and switchboard personnel.

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Please attach a structure chart

Date December 2012

Tier 7 – Experienced / Professional Staff