

JOB DESCRIPTION

JOB TITLE:	Contact Centre Advisor	JE NUMBER:
DIRECTORATE:	Digital, HR and Customer Services	BAND: Career Grade 4 – 6 (provisional)
RESPONSIBLE TO:	Contact Centre Delivery Team Leader	
RESPONSIBLE FOR:		
MAIN PURPOSE OF POST:	Working in one of the delivery teams within the Contact Centre, providing the first point of contact for residents and businesses, meeting their needs, and achieving high customer satisfaction levels. The type of contact and how it is handled may vary according to the service type. Contacts may be complex and sensitive.	

DUTIES AND RESPONSIBILITIES:

1	Work as part of a team to manage customer flow and achieve Key Performance Indicators.
2	Respond to customer contact by telephone, identifying needs, clarifying issues, and providing support and guidance.
3	Advocate for the customer where cases require resolution from council services, partners, or external agencies.
4	Take payments from customers and ensure that they are correctly processed and accounted for in accordance with the Financial Regulations of the Council.
5	Take ownership of difficult calls, using excellent customer handling skills and judgement to determine the best course of action. Utilise support and escalation routes where necessary. You may be exposed to callers who are aggressive, rude, or distressed. There is a need to deal with these callers in a tactful, courteous, and professional manner.
6	Log customer enquiries in the CRM (Customer Relationship Management System) and other appropriate ICT systems.
7	Sign-post people to online support materials and online access channels, providing assisted digital support where needed.
8	Process identified changes to customer details, limiting handoffs to service teams
9	Achieve own performance targets, so that a quality service is delivered to customers
10	Support the induction and coaching of staff members

11	Recognise and recommend improvements to the customer experience
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GENERAL – To be aware of and implement the following:				
Equalities – The council’s Equality and Diversity Policy which sets out the council’s commitment to advancing equality and social inclusion while celebrating the diversity within our communities.				
Code of Conduct – All employees of Chesterfield Borough Council must comply with the Employees’ Code of Conduct.				
Health & safety – To comply with the Health and Safety at Work etc. Act (1974) and carry out all duties in accordance with the Council’s Health and Safety policy.				
Staff Development - The Council's Performance & Development Review is an integral part of Chesterfield Borough Council’s performance management framework as well as a key employee development procedure. You will be required to undertake any training required for the job role.				
Data Protection – All employees must adhere to the requirements of the General Data Protection Regulations (GDPR) and the Data Protection Act 2018 in respect of confidentiality and disclosure of data.				
Safeguarding Children and Vulnerable Adults - The council has both a moral and legal obligation to ensure a duty of care for children and vulnerable adults across its services. We are committed to ensuring that all children and vulnerable adults are protected and kept safe from harm, and we have a responsibility to safeguard and promote well-being.				

SPECIAL FEATURES OF POST:				
Political Restriction	YES		NO	no
Vetting Checks e.g Disclosure and Barring Service (DBS)	YES	yes	NO	
Flexible approach to time of work, with ability to work evenings and weekends as required by the needs of the service.	YES		NO	no
Hybrid working post	YES	yes	NO	

It is the council’s intention that this job description is seen as a guide to the main areas and duties for which the job holder is accountable. However, as the work that the council changes the job holder’s obligations are also bound to vary and develop, so the job description should

be seen as a guide and not as a permanent, definitive and exhaustive statement. This job description is non-contractual.

PERSON SPECIFICATION

JOB TITLE:	Contact Centre Advisor	JE NUMBER:	
DIRECTORATE:	Digital, HR and Customer Services	DATE:	

KNOWLEDGE / SKILLS / ABILITIES		Assessment Method Application Form, Presentation, Scenario based Exercise, Interview, Qualification / Certificates
Essential		
	<ul style="list-style-type: none"> - Clear communicator. Concise, accurate and professional written and verbal communication skills - A good listener - Has demonstrable passion for delivering customer service excellence - Problem solver. - Demonstration of good diagnostic and questioning ability - Empathetic. Able to deal with highly sensitive subject matters with empathy and understanding - Awareness of own emotions and their impact on others - Good at building rapport and engaging with others - Able and prepared to adapt to different circumstances - Good typing speed and computer literacy - Willingness and capability to learn and grow in the role 	Application Form, Interview
Desirable		
	<ul style="list-style-type: none"> - Awareness of a variety of customer platforms including face to face provision, telephony, social media, web chat - Good working knowledge in relation to information governance, and data protection - Knowledge of service delivery within a council environment 	Interview
EXPERIENCE		
Essential		
	<ul style="list-style-type: none"> • Can demonstrate 'going the extra mile' • Previous experience working in a team environment 	Application Form, Interview

Desirable		
	<ul style="list-style-type: none"> • Experience of adjusting quickly from one conversation to another with differing requirements • Previous experience working in an environment that demands confidentiality and discretion • Previous experience of working in a customer focused environment 	Interview
QUALIFICATIONS		
Essential		
	- GCSE STANDARD	Application Form
Desirable		
	- Customer Services qualification	Application form \Interview
COMPETENCY REQUIREMENT:		
Seeing the Big Picture	<p>Seeing the big picture is about having an in-depth understanding and knowledge of how your role fits with and supports the council plan and the wider public needs and the national interest. For all staff, it is about focusing your contribution on the activities which will meet the council goals and deliver the greatest value.</p> <p>For leaders, it is about scanning the political context and taking account of wider impacts to develop long term implementation strategies that maximise opportunities to add value to the customer and support economic, sustainable growth.</p>	Interview
Level: 1		
Changing and Improving	<p>People who are effective in this area take initiative, are innovative and seek out opportunities to create effective change. For all staff, it's about learning from what has worked as well as what has not, being open to change and improvement, and working in 'smarter', more focused ways.</p> <p>For leaders, this is about creating and encouraging a culture of innovation and allowing people to consider and take informed decisions. Doing this well means continuously seeking out ways to improve policy implementation and build a leaner, more flexible and responsive council. It also means making use of alternative</p>	Interview
Level: 1		

	delivery models including digital and partnership approaches wherever possible.	
Making Effective Decisions	Effectiveness in this area is about using sound judgement, evidence and knowledge to arrive at accurate, expert and professional decisions and advice. For all staff it's being careful and thoughtful about the use and protection of council and public information to ensure it is handled securely and with care. For leaders it's about reaching evidence based strategies, evaluating options, impacts, risks and solutions and creating a security culture around the handling information. They will aim to maximise return while minimising risk and balancing a range of considerations to provide sustainable outcomes.	Interview
Level: 1		
Leading & Communicating	At all levels, effectiveness in this area is about showing our pride and passion for public service, communicating purpose and direction with clarity, integrity, and enthusiasm. It's about championing difference and external experience and supporting principles of fairness of opportunity for all. For leaders, it is about being visible, establishing a strong direction and persuasive future vision; managing and engaging with people in a straightforward, truthful, and candid way.	Interview
Level: 1		
Collaborating and Partnering	People skilled in this area are team players. At all levels, it requires working collaboratively, sharing information appropriately and building supportive, trusting and professional relationships with colleagues and a wide range of people within and outside the council, whilst having the confidence to challenge assumptions. For senior leaders, it's about being approachable, delivering business objectives through creating an inclusive environment, welcoming challenge however uncomfortable	Interview
Level: 1		
Developing self and others	Effectiveness in this area is having a strong focus on continuous learning for oneself, others and the organisation. For all staff, it's being open to learning, about keeping one's own knowledge and skill set current and evolving. For leaders, it's about investing in the capabilities of our people, to be effective now and in the future as well as giving clear, honest feedback and supporting teams to succeed. It's also about creating a learning and knowledge	Interview
Level: 1		

	culture across the organisation to inform future plans and transformational change	
Delivering Value for Money	<p>Delivering value for money involves the efficient, effective and economic use of taxpayers' money in the delivery of public services. For all staff, it means seeking out and implementing solutions which achieve the best mix of quality, and effectiveness for the least outlay. People who do this well base their decisions on evidenced information and follow agreed processes and policies, challenging these appropriately where they appear to prevent good value for money.</p> <p>For leaders it's about embedding a culture of value for money within their area/function. They work collaboratively across boundaries to ensure that the council maximises its strategic outcomes within the resources available</p>	Interview
Level: 1		
Managing a Quality Service	<p>Effectiveness in this area is about valuing and modelling professional excellence and expertise to deliver service objectives, taking account of diverse customer needs and requirements. People who are effective plan, organise and manage their time and activities to deliver a high quality, secure, reliable and efficient service, applying programme, project and risk management approaches to support service delivery.</p> <p>For leaders, it is about creating an environment to deliver operational excellence and creating the most appropriate and cost effective delivery models for public services</p>	Interview
Level: 1		
Delivering at Pace	<p>Effectiveness in this area means focusing on delivering timely performance with energy and taking responsibility and accountability for quality outcomes. For all staff, it's about working to agreed goals and activities and dealing with challenges in a responsive and constructive way.</p> <p>For leaders, it is about building a performance culture where staff are given space, authority and support to deliver outcomes. It's also about keeping a firm focus on priorities and addressing performance issues resolutely, fairly and promptly</p>	Interview
Level: 1		