

**JOB DESCRIPTION AND PERSON SPECIFICATION**

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| Job Title: | Contact Centre Advisor |
| HBC Grade: | **HBC5** |
| Service: | **Contact Centre** |
| Division: | ICT & Administrative Support Services |

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| **Main Purpose of the Role** |
| 1. Work within Halton Direct Link Contact Centre as a Contact Centre Advisor delivering a comprehensive range of Council Services using a range of different computer systems. 2. Ensure that customers are able to access the full range of Council's Services and where necessary act as an advocate on the customer behalf. |

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| **Key Duties** | |
| **1** | Deliver a comprehensive range of Council Services using the Halton Direct Link (HDL) Customer Service delivery System and various other Computer Systems, in accordance with relevant legislation, Council policies and procedures. |
| **2** | To make and receive calls on the Telehealthcare Emergency Control Centre assessing the nature of the call and taking the appropriate response based on agreed protocols. |
| **3** | Provide information and advice to customers in the most appropriate format to meet their needs. |
| **4** | To use the Council’s telephone payment system in accordance with procedure to accept payment for Council services, ensuring that all payments taken are accounted for and balanced. |
| **5** | Undertake administrative tasks and make telephone calls as required to progress enquiries from customers, ensuring the efficient functioning of the Contact Centre. |
| **6** | Act on behalf of customers to ensure that customer requests are progressed and that service delivery standards are met. |
| **7** | Actively promote the Council and the Services available by informing customers of other services that may be relevant or of interest to them and signpost accordingly. |
| **8** | Assist in ensuring that information provided to HDL by Directorates for use in the delivery of services is updated as necessary. |
| **9** | To assist team leaders with training of new advisors allowing them to shadow and provide assistance and support where required. |
| **10** | Undertake any other duties and responsibilities as may be assigned from time to time, which are commensurate with the grade of the job. |

The Council and its schools are committed to safeguarding and promoting the welfare of children, young people and adults and expect all staff, workers and volunteers to share its commitment.

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|  | **Education** | **Experience** | **Knowledge** | **Skills & Abilities** |
| **ESSENTIAL** | Minimum of 3 GCSE’s, A-C Grade ( or equivalent) This equivalent may be other qualifications which equate to the GCSE’s or 2 or more years work experience service in a similar working environment i.e. within a contact centre. | Candidates must have experience of working as a customer service advisor in:   * 1. Dealing with the general public   2. Experience in delivery of core services using application software | Must have a knowledge and understanding of Council services | Ability to deal with difficult or emergency situations in a calm and effective manner |
|  | 1. Candidates must be computer literate |  | Ability to communicate with professionals/customers from various backgrounds and adapt your language and communication skills accordingly |
|  |  |  | Good Timekeeping |
|  |  |  | Ability to work as part of a team |
|  |  |  | Good literacy and numeracy skills |
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| **DESIRABLE** | To include English & Maths | Experience of core Council Services for example council tax, benefits, social services, education, waste management etc | Knowledge of at least one core council service e.g. council tax, Benefits, social services, education, waste management etc | To have an open minded attitude to change |
|  | Experience of Office procedures |  |  |
|  | Ability to use Microsoft applications such as Outlook, Word and Excel |  |  |
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| **HOW IDENTIFIED** | Application and Production of qualifications at interview | Application / Interview / Assessment | Application /Interview / Assessment | Application / Interview /Assessment |

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|  | **Other requirements of the post** |
| **ESSENTIAL** | Ability to communicate in an appropriate and sensitive manner, sometimes within a hostile environment. |
| Hours of Work   * Full Time Advisors will be required to work 37 hours per week on a rota * Part Time Advisors will be required to work 20 hours per week on a rota * Job Share Advisors will be required to work 18.5 hours per week on a rota   Rota  Able to work shifts between the hours of 7.45am and 18.15pm Monday to Friday on a rota basis |
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| **DESIREABLE** |  |
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| **HOW IDENTIFIED** | Interview / Assessment / Production of documentation |

Please note: Front line posts with direct customer contact should include a statement detailing the spoken English language requirements of the post.

For office use only:

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| **Date Created:** |  |
| **Agreed by:** |  |

This job description is not intended to be either prescriptive or exhaustive; it is issued as a framework to outline the main areas of responsibility.