

Cambridgeshire County Council

JOB DESCRIPTION	
Job Title	Customer Service Advisor
Section	Customer Service
Directorate	Finance and Resources
Reports to	Team Manager, Customer Services
Grade	2023 Spinal Column Points 11-22 (inclusive of progression bars linked to performance criteria)
Location	Amundsen House, St Ives
Hours	37 hours per week, between 8am-6pm Mon to Fri Overtime scheduled 9am-1pm on Sat on a rotation basis

JOB PURPOSE
To provide an effective and efficient multi-channel contact experience to customers via the telephone, e-mail and other contact methods as required. To utilise the relevant computer systems and knowledge base to provide first contact resolution where possible/next steps information on all customer enquiries across multiple sites.

PRINCIPAL ACCOUNTABILITIES
Customer service - To provide an efficient and effective multi-channel customer contact handling experience to all customer enquiries (internal and external) across a range of services and sites, within the agreed service specific performance standards (as determined by service level agreements and customer service standards). To ensure that urgent matters are dealt with in a timely manner. - To possess an understanding of the purpose and objectives of the Customer Services team, evidencing the ability to contribute to this goal on a daily basis (i.e. the call handling and reception resources acting as one team with shared objectives) - To identify and promptly redirect appropriate specialist enquiries in accordance with operational procedures/business rules, in order to provide a satisfactory conclusion for the customer, some of whom will be vulnerable. To highlight and escalate procedural inconsistencies as a matter of urgency to relevant parties, to improve customer service. - To ensure all customers are dealt with courteously, fairly and without prejudice, including liaison with external organisations to ensure non-English speaking customers are responded to equitably and provided with relevant information. - To utilise available data, knowledge bases and personal retained knowledge to make informed decisions/initial assessments that relate to the needs of the customer and lead, where appropriate, to an informed choice and contact resolution. To ensure that all customer transactions are appropriately recorded.

- To contribute to the ongoing development and improvement of service quality and standards
- Delivery of a professionally presented, welcoming and informative reception service (as required across the sites), to include associated administrative duties (as linked to each site).

Communication and information technology

- To ask relevant questions pertinent to the situation to gather essential information to accurately and promptly record the details of the contact in the relevant IT systems. To provide a contemporaneous recording of information, so that it may be utilised as evidence in court proceedings if required (i.e. simultaneous recording alongside taking the call)
- To utilise simple plain English, incorporating positive language in all customer transactions.
- To log comments, suggestions, complaints and representations in accordance with the relevant procedures
- To maintain confidentiality at all times, in adherence with Data Protection Legislation, the Freedom of Information Act and other legislation.
- Where required, to contribute to the development of new services coming into the contact centre and/or to undertake and report on the testing of new or revised systems before their introduction into the contact centre

Other skills

- To contribute positively to a safe and healthy working environment adhering to requirements in place to support this. Promptly reporting any potential hazards in and around the workplace.
- To work as an effective team member, assisting and supporting colleagues and as an individual help to achieve both team targets and objectives and external contractual requirements.
- To undertake a commitment to personal learning and development, through maintenance of service knowledge, attendance of relevant training courses and reference to relevant websites. To proactively contribute to performance appraisal schemes and development activities.
- To promote a culture of customer service excellence and continuous improvement by challenging other colleagues/professionals to ensure that they have carried out their own responsibilities to the full.
- To undertake additional duties, responsibilities and professional awards as required, commensurate with the grade and progression criteria of the post and the post-holder's placing within the grade.
- Ability and willingness to travel between sites for the purpose of operational cover and training.
- Appointment to this role is subject to National security vetting, in the form of a Baseline Personnel Security Standard (BPSS) pre-employment screening. This screening is required as post holders will have access to government assets. For further information on the BPSS standard go to [government baseline personnel security standard](#).

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Education, Qualifications & Training			
Please note that a copy of your qualification certificates will be requested at interview stage			
Criteria	Essential	Desirable	Method of Assessment
English qualification at CSE – grade 1, GCSE - grade C/4 or above, or; Equivalent qualification/Higher level qualification, or; Equivalent level of demonstratable skill.	√		Application
NVQ in Customer Service - level 2 or equivalent		√	Application
Maths GCSE at grade C or above or equivalent		√	Application
Knowledge & Experience			
Criteria	Essential	Desirable	Method of Assessment
In-depth experience in a customer service environment, with the ability to evidence knowledge, understanding and application of customer care principles and procedures	√		Application Interview
Experience and confidence in using ICT regularly in previous roles to frequently input data and/or to retrieve information	√		Application Assessment
A basic knowledge of public services/consumer law		√	Application
Understanding of legislation and guidance on Data protection and discrimination		√	Application
Contact Centre experience		√	Application

Multi-channel customer facing experience		√	Application
Skills and Attributes			
Criteria	Essential	Desirable	Method of Assessment
Accurate keyboard and data inputting to a minimum speed of 30 wpm	√		Application Assessment
Able to identify the key points in a conversation and capture data accurately onto the relevant computer systems, whilst simultaneously taking the phone-call	√		Application Assessment
High levels of interpersonal skills in both listening or communicating a message to others (oral and written)	√		Application Assessment Interview
Strong empathetic skills and ability to deal consistently with customers	√		Application Assessment Interview
Possess an understanding of diversity	√		Application Interview
Excellent team player and able to work independently in a positive and constructive manner	√		Application Interview
Ability to problem solve and prioritise workload-dealing effectively with last minute and urgent work	√		Application Assessment Interview
Aptitude for change and flexibility of approach/ability to multi-task	√		Application Interview
Ability and desire to meet individual, team and contact centre performance targets and standards	√		Application Interview
Ability to travel between operational sites	√		Application Interview
RSA typing stage 1 or equivalent/Computer driving license or CLAIT		√	Application