

## **Customer Services Information**

The Cambridgeshire County Council Contact Centre, managed by Customer Services, operates weekdays 8am-6pm and Saturdays 9am-1pm, handling various council service enquiries including:

- Adult social care
- Children's social care
- Libraries
- Highways
- General council enquiries
- Household waste recycling centres
- Concessionary bus passes
- Blue Badges
- School Admissions
- Education Transport
- Registration of Births, Deaths, and Marriages
- Park and Ride

## **The Role of the Contact Centre**

Our contact centre is the front door for numerous county council services, and our advisors are responsible for handling incoming calls and written contacts using their vast knowledge of the entire organisation. Our advisors aim to resolve all queries at first point of contact, or escalate to the appropriate team.

## **Career Development**

Staff can showcase their skills and progress their careers. This environment helps individuals develop their communication, problem-solving, and negotiation skills. Many staff have advanced within the Customer Services structure, while others have used their experience to join other council services.

## **Skills and Attributes**

Customer service advisors in our contact centre have the following skills:

- Able to adapt to change
- Thrives in a fast-paced environment with the ability to multitask effectively
- Clear and effective verbal and written communication, being able to build rapport with callers
- Positive attitude

- Good knowledge retention
- Excellent attention to detail
- Confidence in managing stressful situations
- Personal resilience
- Able to empathise and remain calm during challenging customer interactions
- Confident in the use of IT including Outlook, Teams, and other Microsoft software
- A desire for personal development
- Able to talk and type simultaneously

## Location

The Contact Centre is located at Amundsen House in St Ives, Cambridgeshire. Customer Services also manages reception functions at two other council sites in Wisbech and Alconbury Weald.

## The Role of a Customer Service Advisor

Customer Service Advisors work varied shifts based on business needs. Shifts are scheduled with at least two weeks in advance and include early, late, and Saturday shifts. Typical weekday shifts are 8-4:30pm, 8:30am-5pm, 9-5:30pm, and 9:30am-6pm – you are unlikely to work the same shift on consecutive days. Weekend cover occurs about once every six weeks. Shifts can be swapped among team members. Full-time staff get two 15-minute breaks and an hour for lunch, while part-time staff breaks depend on hours worked.

### Example Shift Pattern

Week	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
<b>Week 1</b>	8am-4:30pm	9am-5:30pm	8:30am-5pm	8am-4:30pm	9:30am-6pm	
<b>Week 2</b>	9am-5:30pm	8am-4:30pm	9am-5:30pm	9:30am-6pm	9am-5:30pm	
<b>Week 3</b>	9:30am-6pm	8:30am-5pm	8am-4:30pm	9am-5:30pm	8:30am-5pm	9am-1pm
<b>Week 4</b>	8am-4:30pm	9am-5:30pm	9:30am-6pm	9am-5:30pm	9am-5:30pm	
<b>Week 5</b>	8:30am-5pm	9am-5:30pm	8am-4:30pm	9:30am-6pm	8am-4:30pm	
<b>Week 6</b>	9am-5:30pm	8am-4:30pm	9am-5:30pm	8am-4:30pm	9:30am-6pm	

The role is desk-based and involves lengthy periods at a computer workstation. Advisors use multiple IT systems to manage and record customer interactions.

On an average day, you will log into our telephony system, and calls will be automatically routed to you regarding various council service enquiries. You will be navigating numerous systems to

resolve enquiries. We use telephony data to monitor performance and record calls for professional development. Between calls you will contribute to various admin functions.

### **Training and Support**

On your first day, you'll be introduced to a comprehensive 6-month induction plan designed to help you confidently perform your role. This plan includes weekly check-ins with your manager to discuss your progress and address any challenges you may face. You will be given the opportunity to opt in to our mentor scheme, and will benefit from our comprehensive and thorough induction plan.

### **Terms and Conditions**

The full-time starting salary is £27,269 per year for advisors with the possibility to progress to £32,654 per year (dependent on performance and annual rating). The role is included within a Customer Services Job Family, which contains four levels of role progression within it. Each level contains some operational, behavioural, and academic requirements that need to be met. Pay awards are linked to the annual performance rating process, and reliant upon an individual exceeding their performance objectives.

The role comes with 25 day's annual leave as standard. The Council also offers an option to purchase up to a further 4 weeks leave per year following completion of a successful probation period.