SWINDON
BOROUGH COUNCIL

Job Title: Customer Service Support Guide	**Role Profile Number:** SBC_11961
Level: 4 plus Unsocial Hours allowance 10pm – 6am	**Date Prepared**: 03.10.23
Directorate/Group: Enabling Services	**Reporting to:** Customer Service Team Leader
Structure Chart attached:	No

Job Purpose

Our Homeline service provides a telephone support to our residents of Swindon to give them a safe and secure lifestyle. We are committed to maintaining a first-class level of service at all touch points. Our Homeline call handlers ensures that no-one is alone in an emergency. With a 24-hour comprehensive emergency call system for the elderly and vulnerable residents you will be taking calls and coordinating emergency response where required. You will also be taking our out of hours emergency customer service calls

This role will consist of shifts with the occasional change depending on demand.
Monday - Friday
Shift 1 – 07:00 – 15:00
Shift 2 – 15:00 – 23:00
Shift 3 – 23:00 – 07:00

This role may require the occasional weekend work; however, this is rotated around the team.

Customer Support Guide FTC 18 months
Salary: £27,269.00 p.a. pro rata plus benefits
Plus 30% unsocial hours allowance between the hours of 10pm and 6am

Key Accountabilities

- Answering "pendant" calls from elderly and vulnerable customers, assessing the Customers "situation", dispatching Homeline Response Officers, calling Ambulances or next of kin, liaising between the different parties and updating core systems.
- Supporting the Homeline Response Officers to carry out their duties and responsibilities by reacting

to their instructions and requests. For example; calling ambulances, passing of information (Medical information, door codes)

- Responding to silent alarms of inactivity, dispatching the relevant Officer to site
- Lone worker checks and escalation to ensure staff safety at all times, including the updating of the lone worker system
- Out of hours emergency Customer Services calls – Taking details, logging on various Customer portals and escalating where necessary.
- To update the computer records of the Homeline system from the information provided by the Homeline Section
- To operate, monitor and react to messages on the various communication systems and to record all messages received by and given on those systems.

- To carry out periodic checks on all the equipment installed in the Control Room and the Control Room DR site, advising the team leader of any defects and actions taken for repair or replacement.
- To liaise/communicate with the emergency services as and when required when carrying out any duties on behalf of the Council.
- To keep abreast of progress in the field of communications and to report, suggest and test on improved systems.
- In accordance with the provisions of the health and Safety at Work etc. Act 1974 to take reasonable care for the health and safety of yourself and of other persons who may be affected by your acts or omissions at work; and to co-operate with the Borough Council in so far as is necessary and to operate any Lone worker system so as to enable the Council to perform or comply with their duties under statutory health and safety provisions.
- Participate in the training, development and digital skills to help your team deliver the excellence ourcustomers expect.
- To carry out any other duties which the team leader deems appropriate
- Responding to Customer Services and control room emails
- To cover calls for other services as and when required
- To consistently meet control room KPI targets
- To be comfortable lone working and working long shift patterns, covering weekends if required.
- To maintain customer service standards by answering customer's telephone calls and emails, beingcourteous, welcoming and professional at all times.

Supplementary Accountabilities

- To be part of the Customer Services team, supporting other service areas where operationally possible
- To support Customers through channels other than phone as required, for Example email and online requests.

Knowledge & Experience

Candidates must have substantial knowledge and experience in the following areas of business and may be required to provide evidence of this:

- Strong experience of working in a busy call centre environment, preferably for a control room team
- Some experience of operating radio communication and IT alarm systems
- Experience of dealing with the public either face to face or over the phone in potentially difficult/stressful situations.

Qualifications

- Educated to a GCSE level standard or equivalent; or has significant experience in a similar role
- Strong Analytical skills
- Strong communication skills

Decision Making

- Be able to receive multi-channel information and make quick, accurate decisions
- Be proactive in tracking and chasing responses from a range of Officers and agencies
- Ability to be reactive to respond to any immediate support requirements
- To manage own workload with minimum supervision and apply pragmatic solutions to challenges as they arise

Creativity and Innovation

- To identify opportunities and recommend service improvement changes

Contacts and Relationships *(how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)*

- External contact – Customers and relatives
- Internal – Colleagues, Homeline Response Officers and Supervisors
- External – with partner organisations, Police, Ambulance, support workers, carers

Other Key Features of the role

- The nature of the role means that at times the outcome of a "situation" is the death or hospitalisation of your customer.
- The Control Room is operational 24/7/365. The post holder will therefore be required to possibly work a rotating shift pattern, weekends, and bank and other holidays as part of normal working week and to cover other shifts when needed; the post holder must also be able to work with the minimum of supervision and sometimes lone work.

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name:
Date:	