



## Role Profile

<b>Job Title:</b> Contact Centre Information Guide	<b>Role Profile Number:</b> P/A
<b>Grade:</b> K <b>Salary:</b> £17,114 p.a.	<b>Date Prepared:</b> February 2019
<b>Directorate/Group:</b> Customer Service Registration & Bereavement	<b>Reporting to:</b> Customer Service Team Leader
<b>Structure Chart attached:</b>	No

### Job Purpose

To support the residents of Swindon in accessing the many services provided by the council. To deliver an evolving support service whereby we encourage and support customer to access information online; adopting a digital first approach.

Understanding the customers' needs and signposting to relevant support services either inside or outside of the Council.

Giving information on Council Services where it's not available, escalating queries and requests for work to the relevant service area.

### Key Accountabilities

- To answer calls from customers, using our Call Centre technologies.
- To answer emails from customers using digital email technology.
- To listen attentively to customer requirements asking pertinent questions to establish facts in order to gain a full understanding of the customer's needs.
- To maintain customer service standards by answering customer's telephone calls and emails, being courteous, welcoming and professional at all times.
- Once the customers' needs are understood, give them the support and confidence to self-serve to answer their own query or by using Council equipment with a view to using their own where possible in the future.
- Where the customer is unable to self-serve even with your support, you will provide a clear and concise response to enquiries and ensure all information given is correct and accurate in response to the customer enquiry.
- Participate in the training, development and digital skills to help your team deliver the excellence our customers expect.
- Looking and suggesting ways for continuous Improvements
- To refer unresolved actions to the senior, Team Leader, or other areas.
- To adhere to the Data Protection Act.

### **Knowledge & Experience**

- Previous Customer Services experience, preferably in a face to face, contact centre or reception environment
- Exemplary Customer Service skills
- Role model positive behaviors
- Excellent listening skills.
- Ability to communicate effectively
- Good keyboard skills and the ability to work under own initiative within a pressured team based environment.

### **Qualifications**

- GCSE level or equivalent qualification or work experience

### **Decision Making**

Wide range of internal and external contacts including directors, senior managers, elected members, professional bodies, partner organisations and government functions involving the use of a wide range of interpersonal skills.

<b><u>Job Scope</u></b>	<b>Budget Holder</b>	<b>No</b>
<b>Number and types of jobs managed</b> <ul style="list-style-type: none"><li>•</li><li>•</li></ul>	<b>Responsibility</b>	
<b>Typical tasks supervised/allocated to others</b> <ul style="list-style-type: none"><li>•</li><li>•</li><li>•</li></ul>	<b>Asset Responsibility:</b>	None

### **Contacts and Relationships**

Working in our Customer Services department. Wide range of internal and external contacts including residents, elected members, professional bodies, partner organisations and government functions involving the use of a wide range of interpersonal skills.

## Values and Behaviours

We strive to underpin our culture through strong management and authentic leadership, this means getting the management basics right, and ensuring what we commit to individually and collectively, we own and demonstrate accountability aiming to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our behavioral values and behavior's, this means in our work we are:

### **Connected: We put Swindon and its people at the heart of everything we do**

We display a communication and behavior style that promotes a positive Council identity in connecting with residents, customers, colleagues and other stakeholders ensuring a partnership approach to delivering our vision. Always asking, "is what I am doing in the best interests of Swindon and its people,"?

### **Resilient: We are forward thinking and work smart**

We seek to identify where things can be improved, ensuring this learning is embedded, evaluated and built upon through a strong approach to continuous organisational development.

### **Brave: We respect and work together with our colleagues and customers to achieve success**

We act in an emotionally intelligent way, setting positive examples around accountability, risk and governance. This will be delivered through developing ourselves and our teams to achieve the highest possible levels of productivity and performance.

<b>Employee Signature:</b>	Print Name: Wayne Millin
<b>Date:</b>	26.02.19
<b>Line Managers Signature:</b>	Print Name: Christine Power
<b>Date:</b>	26.02.19