



SWINDON
BOROUGH COUNCIL

Role Profile

Job Title: Contact Centre Information Guide	Role Profile Number: P/A
Grade: K Salary:	Date Prepared: 26.02.19
Directorate/Group: Customer Service Registration & Bereavement	Reporting to: Customer Service Team Leader
Structure Chart attached:	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.

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.

Employee Signature:	
Date:	
Line Managers Signature:	
Date:	