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| **Job Title:** | Contact Centre Advisor  | **Date:** | 14/2/2020 |
| **Reporting Line:** | Contact Centre Team Leader | **Salary:** | 4 |
| **Team:** | Contact Centre  | **Business Area:** | Business Support  |
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| JOB PURPOSE |
| The Contact Centre Advisor will provide high quality, customer focused, flexible and timely support to assist with the reduction of risk to the people of Greater Manchester. The role holder will be responsible for receiving and processing non-emergency enquiries and providing support and advice for internal and external stakeholders. |

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| **KEY RELATIONSHIPS** |
| * Operational delivery teams
* Business Support Directorate
* External partner agencies
* General public
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| **KEY RESPONSIBILITIES**  |
| * Provide an excellent level of Customer Service and present a positive impression of GMFRS and GMCA to both internal and external customers.
* Deal effectively with enquires and requests for services or information.
* Deliver home risk reduction advice and community safety messages, identifying services offered by GMFRS that may be appropriate to their need.
* Ensure that all administration and Safe and Well visit bookings are completed in an accurate and timely manner and in line with relevant processes and procedures, raising any concerns with your Team Leader.
* Provide advice to partner agencies when they are making referrals.
* Contribute effectively to the development, preparation and review of all procedures and systems, aligning them to serviced needs and objectives.
* Provide cover and flexibility to meet the organisational business need and the Contact Centre opening hours.
* Ability to work flexibly and creatively as part of an effective team
* Manage individual performance against agreed targets and KPIs.

**General*** Work collaboratively with colleagues and stakeholders to enhance the role of Business Support throughout GMCA.
* Personal commitment to continuous self-development and service improvement.
* Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.
* Take part in appropriate training, team meetings and appraisals as directed by the Team Leader.

**NB:** This list of duties and responsibilities is by no means exhaustive, and the post holder may be required to undertake other relevant and appropriate duties as required. |
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| **KNOWLEDGE, SKILLS AND EXPERIENCE** |
| **Essential Knowledge & Experience** * Educated to GCSE level or equivalent in English and Maths.
* Experience of call handling in a call centre environment.
* Experience of using a CRM or corporate database to manage customer records.
* Competent user of Microsoft Office.
* Experience of establishing effective relationships with internal and external stakeholders.

**Skills & Behaviours** * Strong customer service skills.
* Excellent telephone call handling skills and the ability to deal with challenging calls.
* Self-motivation and ability to deal with a demanding workload and deliver consistently to deadlines.
* Ability to work flexibly and creatively as part of an effective team.
* Highly organised with the ability to multi task and prioritise workloads, working accurately and methodically.
* Commitment to high standards of customer care and public service.
* Occasional requirement to attend training courses.
* Willingness and ability to travel across the county when required, within a reasonable time to meet the role demands (individuals providing their own vehicle for use will be eligible for casual car user rate).
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**Corporate Duties**

Avoid any behaviour which discriminates against your fellow employees, or potential employees on the grounds of their sex, sexual orientation, marital status, race, religion, creed, colour, nationality, ethnic origin or disability.

Safeguard at all times confidentiality of information relating to staff and pensioners.

Refrain from smoking in any areas of Service premises.

Behave in a manner that ensures the security of property and resources.

Abide by all relevant Service Policies and Procedures.

**Records Management/ Data Protection -** As an employee of the GMCA, you have a legal responsibility for all records (including employee health, financial, personal and administrative) that you gather or use as part of your work with the Service. The records may be paper, electronic, audio or videotapes. You must consult your manager if you have any doubt as to the correct management of the records with which you work.

**Confidentiality and Information Security -** As a GMCA employee you are required to uphold the confidentiality of all records held by the GMCA, whether employee records or GMCA information. This duty lasts indefinitely and will continue after you leave the GMCA employment. All employees must maintain confidentiality and abide by the Data Protection Act.

**Data Quality -** All staff are personally responsiblefor the quality of data entered by themselves, or on their behalf, on GMCAs computerised systems or manual records (paper records) and must ensure that such data is entered accurately and, in a timely manner, to ensure high standards of data quality in accordance with Departmental protocols.

To ensure data is handled in a secure manner protecting the confidentiality of any personal data held in meeting the requirements of the Data Protection Act.

**Health and Safety -** All employees of GMCA have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable GMCA to meet its own legal duties and to report any circumstances that may compromise the health, safety and welfare of those affected by the Service’s undertakings.

**Service Policies -** All GMCA employees must observe and adhere to the provisions outlined in these policies.

**Equal Opportunities -** GMCA provides a range of services and employment opportunities for a diverse population. As a GMCA employee you are expected to treat all employees / partners / members of the public and work colleagues with dignity and respect irrespective of their background