

Job specification



Job title: Customer Services Advisor - Telephony

Service: Customer Services

Grade: G5

Reporting to: Assistant Business Partner – Contact Centre

Your job

You will be responsible for dealing with and responding to a range of enquires, including but not exclusively, Housing Benefits, Council Tax Reduction, Council Tax Billing, Public Health, and Adult Social Care Assessments via phone but also via other routes such as e-mail and a variety of web contacts including web chat.

You will provide a frontline service answering incoming calls that may be from vulnerable individuals or be of a sensitive nature. You will capture information on various computer systems, give advice and guidance within specific legislation and assess customer and household eligibility to Social Care Services, entitlement to reliefs, reductions, discounts and exemptions. You will also maximise the collection of Council Tax debt by administering effective payment arrangements.

Using skills such as active listening, effective questioning and efficient decision making skills you will successfully de-escalate potential complaints. You will also effectively promote the use and benefits of online services to all of our customers. You will embrace and effectively engage our residents in an asset based conversation that seeks to understand the knowledge, skills and talents, needs and aspirations of our residents and ensure they are signposted to the relevant support access routes that could improve their health and wellbeing.

You may also be required to deal with emergency situations linked to Adults and Children's Social Care during our extended hour's service.

Shift patterns vary, Monday to Friday, between 8:00am and 20:00pm. Saturday working is required on a rota basis, with equivalent time worked allocated as time off Monday to Friday. Saturday working patterns are between 8:00am and 12.30pm or alternatively 8.45am and 1:00pm.

Mandatory statement

The Council is committed to complying with the European General Data Protection Regulations (GDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection Regulations.

In this job you will

On an ongoing basis you will:

- Provide a comprehensive, effective resolution for customers, at the first point of contact for telephony, online and digital enquiries in accordance with agreed performance criteria

- Take ownership of enquires, including difficult or sensitive enquires and resolve them effectively whilst considering minimal risk to the council
- Develop and communicate professional responses to customer enquiries via the appropriate channel such as over the telephone, webchat or any other relevant digital communication method
- Accurately log and complete complex transaction for all customer enquiries via the relevant council system(s) within agreed timescales, policies, strategies and procedures, statutory legislation and relevant regulations within the required service areas
- Provide accurate and timely advice to customers on their entitlement to Housing Benefit and Council Tax reduction and any discounts, reliefs and exemptions
- Liaise with and communicate effectively with internal departments, external partners and third parties including Enforcement Agencies to help maximise income collection for the council and help maximise customer's income, health and wellbeing whilst accurately and thoroughly capturing customer information from an asset based conversational approach that helps create manageable instalment plans and payment methods to issue timely bills that will maximise income generation
- Liaise and communicate effectively with relevant partner organisations and colleagues in Health and Social Care ensuring opportunities for joint partnership working are maximised and maintained to support our customers health and wellbeing, whilst accurately and thoroughly capturing customer information from an asset based conversational approach that creates and allows you to provide a smooth transition to the relevant Early Intervention and Preventions service or Adult Social Care Assessment of need for our customers
- Identify and take opportunities to undertake an asset based conversation so you can effectively signpost customers to the relevant access points that support their health and wellbeing and offer a joined up service that reduces the need for the customer to make repeated contact for the same issue or problem
- Develop customer relationships to encourage and promote the use of online services as the first access channel for customers to make contact with us
- Deliver high levels of customer care that continuously meet or aim to exceed 97% customer satisfaction rate
- Actively participate in changes to systems and processes to enhance the overall customer services offer and experience
- Identify and recommend areas where changing a system or a process might bring about an improvement for the organisation or the customer, as and when appropriate
- Be responsible for and take accountability for the organisation of your own workload to ensure any deadlines are met and the quantity and quality of work is in line with set performance criteria
- Undertake any training required to work effectively in the Customer Services Advisor Telephony role
- Work across Customer Services to provide the service at any location in line with business needs
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules

In this job you will need

You must be able to demonstrate the following essential requirements:-

- 5 GCSE's Grade C or above to include Maths and English or equivalent qualifications, or an equivalent level of experience
- Experience of working in a customer service environment
- The ability to work as part of a team and support team members as well as the ability to work on own initiative
- Excellent organisation skills
- Effective verbal and written communication skills
- The ability to manage your own workload
- The ability to operate IT systems and effectively input and extract data
- The ability to identify problems and provide effective solutions.
- The ability to work effectively in a fast paced environment and meet agreed targets
- The ability to adopt a self-reflective approach to aid continuous professional and personal development

Our culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **Be Wigan** behaviours.

Be Positive... take pride in all that you do

Be Accountable... be responsible for making things better

Be Courageous... be open to doing things differently

Be Kind... be helpful, generous and thoughtful towards yourself and others

Individuals with line management responsibilities are also expected to ...

Inspire... lead by example and help others to see the big picture

Care... show genuine concern for people as individuals and value their contributions

Engage... I connect with others both within and beyond the organisation

Staff Deal

Our Staff Deal is an informal agreement with all staff. It outlines what you can expect from us, and in return what we expect from you

Our part

- Provide strong, honest and visible leadership
- Reward your commitment and hard work
- Care for your health and well being
- Listen to you and put your ideas into action
- Support you to give something back
- Offer opportunities to learn and grow
- Be one team, one council
- Believe in you

Your part

- Listen, be open, honest and friendly
- Be efficient, flexible and professional
- Care for your health and stay active
- Tell us how we can improve
- Give something back whenever you can
- Take opportunities to learn and grow
- Be one team, one council
- Believe in yourself and our borough