

Job description

Service Area: Customer and Contact Centre Services

Job title: Customer Contact Advisor

Band: Band 3

Location: Bridge House / Fleetwood / Hybrid

Job purpose

Customer and Contact Centre Services (CCS) is a shared service for the NHS Business Services Authority. The Contact Centre handles customer enquiries across a variety of media methods with advisors multi skilled and able to handle multiple workstreams.

- The post holder will work as part of a team to provide excellent customer service to both internal and external customers.
- The post holder will be expected to gain and manage a diverse portfolio of workstreams that will be flexible to suit the needs of the business and the competence and experience of the advisor

In this role, you are accountable for

- Responsible for answering a diverse range of external and internal customer enquiries, which can be sensitive in nature, using a variety of media methods promptly within agreed performance, quality and other service level agreements. Provides a flexible service to all NHSBSA customers with emphasis on customer satisfaction.
- Using knowledge and experience to resolve a range of customer queries which may require use of own judgement, escalating where it is required.
- Ability to work well as part of a team and be open-minded towards the ideas and views of others. Fully contribute to building team spirit and aiding others to succeed. Using own knowledge and experience, to coach other team members or new colleagues where appropriate. Actively take part and contribute to training initiatives.

- Providing help and guidance to customers, tailoring conversations to the customers' needs across a variety of different products and services. Ensuring that the customer is at the heart of everything that you do.
- Good verbal, oral and written communication skills with the ability to adapt your style to the appropriate channel of communication, whilst maintaining a strong customer service emphasis.
- Takes an active part in monthly coaching sessions and team meetings with managers and other team members, working collaboratively to identify improvement areas and recommending their own actions for development.
- Working to agreed performance and accuracy targets and standards, complying with all regulatory requirements such as Data Protection, Customer Security and understanding and supporting vulnerable customers.
- Working on a range of computer and telephony system applications, accurately inputting, maintaining, updating and amending customer information according to set procedures to ensure that the customers' enquiries are handled appropriately and resolved fully.
- Ability to comprehend and interpret policies and procedures across a variety of work areas. Using our internal online Knowledge Base to provide consistency of response.
- Manages own workload and operates all services in line with performance, quality and other service level agreements including internal agreements and policies, technical instructions and procedures all within agreed time scales. Schedules call backs for customers where appropriate.
- Work with a continuous improvement environment, providing feedback and ideas on how to improve services, policies and procedures.
- The contact centre is demand led and advisors must be prepared to join the bidding process for shifts designed and produced by the Workforce Management System, or dependant on business need work a fixed working pattern or rotation to include Saturday working.
- Ability to treat people with respect under all circumstances, upholding and demonstrating the values and behaviours of the NHSBSA.
- Ability to manage sensitive and emotive circumstances, including complaints respectfully and empathetically.
- Adheres to the Data Protection Act and works in accordance with Quality standards.
- Ensure compliance with equality legislation, and display active commitment to the need to ensure equality of opportunity and the benefits of Diversity.
- When in contact with colleagues, customers, contractors and visitors, ensure that they are treated with dignity and respect.

In addition to the above accountabilities, as post holder you are expected to

Undertake additional duties and responsibilities in line with the overall purpose of your role and as agreed by your line manager.

Demonstrate NHSBSA values and core capabilities in all aspects of your work.

Foster an environment where your own and colleagues' safety and well-being is promoted.

Contribute to a culture which values diversity and inclusion.

Attend your base site when reasonably requested to do so. Reasons to attend include but not inclusive to; 121's, coaching, team meetings, etc.

Comply with NHSBSA policies, procedures and protocols as they apply to your role.

Working relationships

Responsible to: Team Manager and occasional Deputy Team Manager if cover is required

Key relationships and connections

1. NHSBSA customers (external and internal), other CCS colleagues

Person specification

Service area: Customer and Contact Centre Services

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Personal Qualities, Knowledge and Skills

Essential criteria

- Able to deliver excellent customer service whilst meeting deadlines and targets.
- Ability to handle complex telephone queries effectively and to deal with dissatisfied or difficult customers.
- Ability to handle concurrent tasks/ systems and cope with distractions.
- Adaptable, with proven ability to respond to and switch between a wide variety of queries and systems effectively.
- Flexible approach.
- Excellent communication skills both written and verbal.
- Proven time and self-management skills.
- Positive attitude and self-motivated.
- Evidence of ability to work using own initiative.
- Discreet and sympathetic with a calm and confident manner.
- Committed to contributing effectively to team working.
- Resilient when dealing with challenging and complex queries.

Desirable criteria

- Ability to work quickly and accurately with an eye for detail.
- Good grammar and spelling.

Demonstrated by

- Application Form, Interview

Experience

Essential criteria

- Experience of working in a customer service focussed environment.
- Experience of understanding and following detailed technical instructions.
- Experience of dealing with internal and external customers on the telephone.

Desirable criteria

- Experience of other forms of communication such as email, social media.
- Experience of working on a diverse range of systems.
- Computer literacy skills.

Demonstrated by

- Application Form, Interview

Qualifications

Essential criteria

- Three GCSE passes, including Maths and English or equivalent qualification or work based experience.

Desirable criteria

- NVQ 3 or equivalent in customer service.

Demonstrated by

- Application Form/Certificates, Interview

Core capability (minimum level)

- **Communicating with Influence and Impact** - Demonstrating an awareness of your personal impact, adapting your own style appropriately and acting as a role model. Being clear, credible and articulate in order to engage others. **Level 1**
- **Innovating and Improving** - Being flexible, adapting positively to change and suggesting ideas for improvements for how things are done in order to deliver improved outcomes. Using technology, creative approaches and different ways of thinking things through to deliver improvements. **Level 1**
- **Working Together** - Including colleagues and stakeholders in key activities. Welcoming different perspectives and building positive relationships. **Level 1**
- **Enabling performance and potential** - Setting high standards for self and others by guiding, motivating and developing. Helping colleagues to perform at their best and achieve their full potential. **Level 1**
- **Making and Owning Decisions** - Using evidence to make sound, well-reasoned and justifiable decisions. Taking ownership of your actions and results, inspiring others to do the same. **Level 1**
- **Understanding the Bigger Picture** - Demonstrating an understanding of how your role fits with and supports organisational objectives. Being able to see beyond your own role and business area. Understanding the opportunities and challenges facing the NHSBSA and wider NHS. **Level 1**

Relevant professional framework