

# Job summary

**Role title: Customer Contact Advisor**

**Department: Customer Contact**

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If you are seeking a career where customers come first and are passionate for delivering great Customer Service then this is a fantastic opportunity to join a supportive, fun & friendly team who are full of pride and passion for what they do. You will be one of the main points of contact within the Team having responsibility for:

- Delivering a high-quality contact service to residents, other Council customers and internal clients across the range of channels available
- Providing a source of quality information, keeping current with updates and changes
- Promoting channel shift and identifying barriers to digital access and delivery
- Experience in responding to Social Media enquiries

## Top duties / responsibilities of role

### Digital contact:

- Interact with customers on social media e.g. Twitter
- An enthusiasm to work on web content
- Experience of using CMS to maintain and edit web content would be an advantage although training will be given.

### Telephone contact:

Using specialist telephone technology in our contact centre, you will answer and resolve a high volume of calls from customers relating to a wide range of Council services whilst ensuring that:

- Information is delivered in a pleasant, confident and consistently positive manner
- Callers are provided with options when possible
- Callers feel well-informed, validated and satisfied
- Calls are resolved at first point of contact where possible callers are informed of the self-service facilities available on the website

### Supplementary tasks:

- Coordinate the Council's responses to FOI requests
- Allocate Customer complaints to the relevant internal teams using our complaints system
- Respond to emails about our Planning service
- Face to face contact on Reception desk.
- Provide written responses to Customer Contact forms

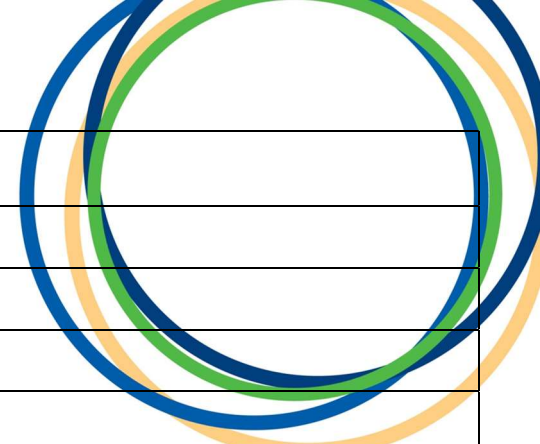
**A comprehensive training programme for the role will be provided.**

# Person specification and interview assessment form



<b>Candidate name</b>			
<b>Contact number</b>			
<b>Role title</b>			
<b>Date of interview</b>		<b>Signed by recruiting manager</b>	

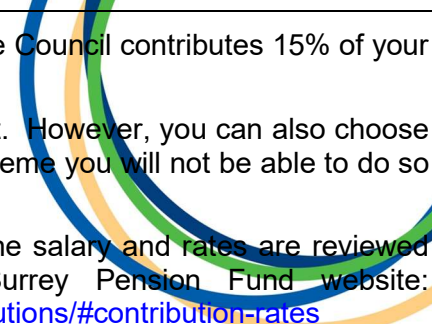
Selection and Interview Criteria		Scoring	
Criteria	Criteria importance E = Essential P = Preferred	Score 3 = Met with full example 2 = Partly met with example 1 = Partly met no example 0 = Not demonstrated	Score rationale/interview notes
<b>Qualifications</b>			
Good Standard of Education especially numeracy and literacy	E		
Educated to A level standard or equivalent.	P		
<b>Knowledge &amp; Experience</b>			
Experience in dealing with challenging interactions	E		
Experience in delivering high quality customer service	E		
Excellent administrative skills.	P		
Good general knowledge of using the web, social media & IT systems	E		
<b>Role required competencies and behaviours</b>			
Excellent communications and inter-personal skills; be able to articulate clearly verbally and in writing.	E		
Responds quickly to challenging and changing situations	E		



Pragmatic and logical in dealing with Customer issues	E		
<b>Corporately required personal qualities and behaviours</b>			
Innovative	E		
Supportive	E		
Flexible	E		
Positive	E		
<b>Total Criteria Score</b>			<b>Feedback to be given to candidate:</b>
Essential Criteria Score			
Preferred Criteria Score			
<b>Appointment choice number</b>		1st / 2nd / 3rd	

## Summary of employment package

<b>Place of work</b>	<p>The role will be primarily based at <b>Town Hall</b>.</p> <p>We may require you to work from another place of work within the Borough or a neighbouring Borough or District, or further afield by prior agreement.</p>
<b>Salary</b>	<p>Graded <b>Administrative</b>, the salary will be in the region of <b>£22,401 - £23,529 (pro rata if part time)</b> per annum dependent upon experience. Cost of living awards are reviewed annually on 1 April. Incremental progression and bonuses may be payable in line with the appraisal scheme.</p>
<b>Duration of contract</b>	<p>The contract will be offered on a 9-month basis with possible extension.</p>
<b>Probationary period</b>	<p>Upon joining the Council, all staff are required to satisfactorily complete a six-month probationary period.</p>
<b>Hours of work</b>	<p>Monday-Friday 1000-1400, 20 hours per week.</p>
<b>Employment Benefits</b>	
<b>Flexible working hours</b>	<p>Flexible working allows for the alteration of start/leave times and length of lunchtime break, time off in lieu for longer hours worked and a flexible working system.</p> <p>Whilst staff are expected to manage their time and keep working hours within acceptable limits, flexible working arrangements are always subject to sufficient office cover and the particular needs of the service at that time.</p>
<b>Annual leave</b>	<p>The basic leave entitlement is 259.2 hours per annum pro rata (equivalent to 36 standard days), rising to 295.2 hours per annum (equivalent to 41 standard days) pro rata after five years continuous local government service, inclusive of Bank Holidays.</p> <p>Annual leave must be taken on the Council's discretionary day off around Christmas and New Year period.</p>



<p><b>Pension</b></p>	<p>You will be auto enrolled into the Local Government Pension Scheme (LGPS) to which the Council contributes 15% of your earnings each year.</p> <p>You are able to transfer funds into the LGPS within the first twelve months of employment. However, you can also choose not to join the scheme and make your own arrangements. If you wish to opt out of the scheme you will not be able to do so until after your first day.</p> <p>Your pension contribution rate will depend on your full time equivalent annual salary. The salary and rates are reviewed annually on 1 April each year. The current rates can be found on the Surrey Pension Fund website: <a href="http://www.surreypensionfund.org/surrey-pension-fund/paying-in/membership-and-contributions/#contribution-rates">http://www.surreypensionfund.org/surrey-pension-fund/paying-in/membership-and-contributions/#contribution-rates</a></p>
<p><b>Training and development</b></p>	<p>The Council actively encourages continued professional development and talent development.</p> <p>Learning facilities are available in-house, including a dedicated Training Room for both individual and group learning. The Council also has a number of Computer Based Training packages.</p>
<p><b>Professional subscriptions</b></p>	<p>If you are required to be a member of a professional organisation(s) for your role, we will pay the subscription fee(s) each year directly by invoice.</p>
<p><b>Car parking / Travel loan scheme</b></p>	<p>Unless your role is classed as an essential user, you take part in our car share scheme, or you are physically disabled, car parking is not made available.</p> <p>The Council offers interest free loans to encourage staff to travel by alternative methods to solo car use. Loans are available to purchase bicycles and accessories to the value of £1000, for quarterly/yearly rail season or bus tickets or a season car park pass.</p>
<p><b>Cycle purchase scheme</b></p>	<p>The Council offers staff who have passed the probation period and are employed for 18 months or more, the opportunity to lease/purchase bikes and related safety equipment up to £1000, reducing tax and National Insurance deductions. Staff are required to use the bike mainly for journeys between home and work.</p>
<p><b>Employee discounts</b></p>	<p>All staff have access to special offers and discounts on national and local high street shops, restaurants, motoring benefits, discount cinema and theatre tickets, holidays, insurance and much more.</p> <p>Full annual discounted membership is available for the 'Better' run leisure centres at Tadworth, Donyngs and Horley.</p>



## Other Conditions

### Pre-employment checks

Appointments are offered subject to several pre-employment checks to comply with the Home Office's Baseline Personnel Security Standards (BPSS):

- at least two satisfactory references
- eligibility to work within the UK, and proof of your identity
- evidence of relevant qualifications
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### Paid work with another employer

If you are appointed, your contract with the Council should normally be classed as your main employment.

You will devote your whole-time service to our work and not be involved in any other business or take up any other appointment without getting written permission from your manager or the Chief Executive.

### Disclaimer

Please note that this document outlines the likely employment package for this role but does not form part of your terms and conditions of employment if you are subsequently employed by Reigate & Banstead Borough Council. These will be outlined in any contractual documents addressed to you directly.

# Great People at Reigate & Banstead

Our great working environment and the values and behaviours of every individual and team in the Council, help to evolve the culture of our organisation to become more commercial, innovative and embracing of change.

Successful applicants to our career opportunities will be able to demonstrate they share the values and behaviours we seek in our organisation.

## Our Vision

Working together to make a great place to live, work and enjoy.

## Our Values

Making a difference, doing the right thing, being bold and confident.

## Our Behaviours

We should demonstrate our values by being positive, supportive, flexible, and innovative.

### Positive: I maintain a “can do” attitude and a smile

- ✓ Create an encouraging and optimistic environment and bring others with me
- ✓ Approach others in a pleasant, happy and upbeat manner
- ✓ Maintain enthusiasm in difficult times
- ✓ Demonstrate commitment to my own service and to the Council
- ✓ Demonstrate an "I care" attitude

### Supportive: I create an environment where the people I work with feel valued and respected and have confidence to develop

- ✓ Understand the council's priorities and work towards a common goal
- ✓ Work across boundaries to develop relationships, share information and keep others informed
- ✓ Listen to the views of others allowing the best way forward to be found
- ✓ Communicate in a courteous and respectful manner
- ✓ Behave in ways that promote the fair and equal treatment of all

### Flexible: Adapting the way I work, I can deal confidently with change and accept new and different ideas and approaches

- ✓ Accept that change is an integral part of working at Reigate & Banstead
- ✓ Demonstrate an open mind to new ideas and proposals
- ✓ Display a willingness to do things differently
- ✓ View change in working practices as an opportunity for improving and developing
- ✓ Adopt a flexible approach to meet the team's requirements

### Innovative: I work to develop new ideas and workable solutions to drive the Council forward

- ✓ Question currently accepted ways of doing things
- ✓ Implement good ideas, learn from others, both internally and externally
- ✓ Identify novel ways of resolving issues using own initiative
- ✓ Suggest and trying out new approaches
- ✓ Challenge the status quo in a constructive way

