

Epsom & Ewell Borough Council

Contact Centre Agent Role Profile

Role Title:	Contact Centre Advisor
Job Family:	Technical Administrative Support
Service:	Customer Services
Location:	Town Hall
Reporting To:	Customer Services Assistant Manager

<p>Role Purpose:</p> <p><i>Why the role exists and its contribution</i></p>	<p>To act as the first point of contact for residents accessing services and to provide an efficient, quality customer service by all contact channels.</p> <p>To act as a member of the council's team, contributing to the achievement of the Council's corporate vision, behaviours and priorities, and the development of the Council's positive high performing culture.</p>
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Main Duties and accountabilities

<p>Service Specific</p>	<ul style="list-style-type: none"> • To act as the first point of contact for all council services whether face to face, digital, postal, or telephonic communication. Monitor and respond to all incoming mailboxes, index and process all enquiries to the correct departments and internal and external customers. • Utilise all relevant council IT and telephony systems effectively, ensuring databases and information systems are updated accurately and appropriately. These systems include Si-Dem, Uniform, Civica, My Council Services (MCS), Connect. Maintain records, files, and statistical information. • To act as the Council's receptionist on a rota basis. Respond to all face-to-face enquiries in a timely and efficient manner, contacting other services where required. Manage customer queues and expectations, and those waiting for other council staff to respond. Administer timely responses to these customers while they wait or in an agreed response time. • Initiate any complaints in line with the Councils feedback policy and ensure policy is followed. • Deal with customers with varying needs, including homeless, vulnerable, aggressive, and abusive in a calm and agreeable manner. Use experience and
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knowledge to make on the spot decisions.

- Complete daily and weekly statistics and spreadsheets for visitor numbers, safety checks, fire drills, and security of visitors to the council offices.
- Taking card payments and use of Civica to take and check payments across Council services.
- On Reception, accept and sign for parcels and deliveries, move boxes to the collection point. Keep reception area clean and tidy as this is also the first view the customers see of Epsom and Ewell Borough Council.
- My Council Services: In depth knowledge of a customer record management system. To update and maintain all records, check history, log death notices, log all cases for all departments and ensure these are updated and completed in a timely manner. Use back history to answer Freedom of Information Requests.
- Payments: Use Civica to take and check payments, send receipts and find payments for parking, bulky waste, garden waste, planning and council invoices.
- Planning: Use the Uniform system and planning portal to answer questions from customers, check payments, and advise relevant dates. Direct calls, accordingly, and log call backs. Log cases for Planning Enforcement and answer enquiries relating to The Local Plan.
- Estates: Answer land search enquires and questions relating to land ownership.
- Council Tax: Use the council tax Connect system to check the security of the customer calling, answer Council Tax enquires, set up Direct Debits, advise on any arrears in current or past years. Take payments for regular council tax and business rate customers.
- Benefits: Check the details of any caller to the Benefits team and log calls or pass to the team to handle the enquiry.
- Housing: Log any call backs for the Housing department and ensure homeless cases are dealt with within the required timescale.
- Licensing: Log any case from callers for Licensing, have an overview knowledge of all licensing enquires.

	<ul style="list-style-type: none"> • Housing Grants: Refer any customers in need to the grants team for additional work and funding, and answer enquiries regarding the Handyman Service. • Parking: Use Si-dem to answer questions on parking tickets and parking processes. Advise on parking permits, car park charges and parking enquires. Know when to refer enquires to Surrey County Council such as Potholes, resident parking zones and highway issues. • Transport from Home: Log any requests to book, amend and cancel one way and return trips for our Dial a ride and bus service. Take payments, advise on charges and answer enquires. • Community Service: Book collection and deliveries of medical waste containers. Answer resident enquires regarding Meals at Home and Community Alarms. • Environmental Health: Log cases for Noise, Dust, Odor, nuisance and anti-social behaviour complaints, Advise customers on noise logs, HMO's, empty properties, reports of dangerous dogs, vulnerable adults and signs of hoarding. Report cases of food poisoning or breaches of hygiene regulations. • Operational Services: Using MCS log all enquiries for missed bins and replacement containers for both residential and trade properties, book and take payment for bulky waste requests. Log reports for grounds maintenance, street care, fly tipping, graffiti, abandoned vehicles, dead animals, street sweeping, street furniture. • Venues: Answer venue enquires for all our sports and open spaces. Book and take payments for BBQ and Sport bookings. • Democratic Services: Answer enquiries regarding eligibility to vote, registering to vote and elections. Log calls backs or refer to the department for additional information. • Safeguarding: Report any safeguarding concerns to the correct services. Handle difficult conversations with vulnerable and potentially abusive residents.
<p>Generic Duties</p>	<ul style="list-style-type: none"> • Working under instruction, providing a good all-round technical administration service that supports the delivery of the corporate plan, vision, behaviours, corporate identity, and key messages and promote effective corporate working across the organisation.

	<ul style="list-style-type: none"> • Participate in learning provided to perform the role successfully and to the standards expected. Take an active interest in developing skills to develop sound administrative support. • Complete designated technical administrative tasks within specified timeframes as set out in the agreed work schedule. Deliver targets in line with the relevant standard operating procedures and contribute to one to ones, or My Performance Conversations (MPCs). • Be responsible for dealing with allocated service requests from members of the public, external organisations, and other services. Provide a seamless and high-quality service to ensure that routine customer enquiries are dealt with efficiently and more specialist support is sought from colleagues where appropriate. • Ensure effective flow of communication within your team, and the sharing of information to and from other services across the council. • Collate, record and present team data in accordance with the Councils performance measurement systems and share this as requested with other officers. • Help to organise team meetings including the co-ordination of agendas, attendees, minutes, and room bookings.
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The key decision-making areas in the role
<p>Prioritise customer needs</p> <p>Monitor escalation of complex enquiries</p> <p>Prioritise own workload</p> <p>Know when to escalate a problem to be resolved</p>
Customers and contacts
<p>All residents, all staff, Elected Members, government agencies, local businesses, service providers, housing associations, community groups, volunteers, Surrey County Council and other Local Authorities.</p>

Dimensions of the role	
Financial	Non-financial
<ul style="list-style-type: none"> • Taking payments for services such as Council Tax payments and Council invoice payments. 	<ul style="list-style-type: none"> • Achieve agreed % target for resolving queries. • Respond to telephone calls within agreed targets. • Respond to written correspondence within agreed targets. • At times dealing with difficult and abusive customers.

Person Specification

<u>Qualifications and Training</u>		AP	INT
Proven working experience in a Customer Service Front Line environment, ideally in a Contact Centre.	E	X	X
Good standard of education/GCSE grades at least grade 4/c in Maths and English strong skills in numeracy & literacy.	E	X	
NVQ/Certificate in Customer Service or equivalent at Level 2.	E	X	X
Experience of working in a local authority Customer Contact Centre or similar.	D	X	X
<u>Knowledge/ Skills / Attributes</u>			
At least one year of substantial proven experience providing a high standard of customer care in a fast-paced environment working in a call centre, target-driven environment.	E	X	X
Experience of handling customer interactions on all channels – telephone, face to face, email, digital/social media.	E	X	X
Experience of listening to and questioning customers to obtain all information about their enquiry.	E	X	X
Able to remain calm under pressure and manage challenging customer service situations.	E		
Experience of using IT Microsoft Office, databases, and telephony systems in a customer focused organisation.	E	X	X
Able to deal with all enquiries and work with minimum supervision in a pressurised environment.	E	X	X
Be able to take ownership of enquiries and find solutions that are satisfactory to the customer and the Council.	E	X	X
Ability to communicate appropriately and effectively both orally and in writing.	E	X	X
Understand the importance of data protection/GDPR principles.	E	X	X

Able to work with accuracy and focus on the customer with attention to detail.	E	X	X
<u>Special Requirements</u>			
Must be legally entitled to work in the UK.	E	X	X
The hours are 36 per week, 8:45am to 5pm, and may be required for meetings starting at 8:30am occasionally.	E		X
Satisfactory BPSS check.	E	X	X
Able to uphold the values and behaviours of the Council.	E	X	X