

Job description

Contact Centre Advisor

- Grade: Scale 6
- Reports to: Contact Centre Team Manager
- Direct reports: None
- Your team: Access Islington
- Service area: Digital Services
- Directorate: Resources

Special requirements of the post

Workstyle: Desk-based worker (Lower presence, one day a week minimum)

- Colleagues who are not usually client or customer-facing and can mostly work anywhere with the right technology. Regular on-site activities are required such as team events and collaboration that are more productive face to face.
- Hybrid working arrangements will remain in place, and office-based working will depend on the local arrangements set by your team or service. Actual attendance may vary depending on team meetings, activities, or service priorities. Your manager will confirm expectations in line with your team's agreed working practices.

This post requires a DBS check at the appropriate level (Standard/Basic)

Our mission

Islington is a place rich with diversity and culture. As a council our sense of purpose couldn't be clearer: we serve. It's in the logo. We are committed to challenging inequality in the borough and as one of the largest employers we know that to look after the place and the planet, we have to look after our people. **Together we can change the future.**

To do this, everyone who works at Islington Council lives by a set of values which guide us in everything that we do: collaborative, ambitious, resourceful, and empowering. They spell out 'CARE', which is what we think public service is all about.

Overview of the role

The role of the Contact Centre Advisor will play a vital role in delivering a professional, resident-focused service to our residents. This position involves handling a variety of enquiries, concerns, and requests for Council services through our main Contact Centre. The role will aim to resolve resident enquiries promptly and effectively at the first point of contact, where possible, whilst delivering an effective, high-quality service.

Key responsibilities

- Efficiently and professionally handle high-volume calls, meeting targets and providing clear, helpful information while maintaining a high standard of customer service, across multiple Council services.
- Undertake additional training to handle a variety of service requests, from general Council services, providing a seamless experience for residents as part of a single front-door approach.
- Direct residents to the appropriate services, providing accurate information in response to their enquiries, and assist them in accessing digital services and alternatives where necessary.
- Communicate effectively with residents, contractors, departments, and external agencies, where necessary, ensuring clear, accurate information is provided to resolve enquiries and raise service requests promptly.
- Process service requests, including repairs and general Council services, accurately in line with established policies and legislative guidelines, ensuring compliance with data protection and confidentiality standards.
- Work collaboratively with team members and other services to improve customer service delivery, sharing knowledge and expertise to continuously enhance performance and resident satisfaction
- Respond to and process enquiries, concerns, and service requests across various channels in a professional, customer-focused manner.
- Perform processing tasks as needed, including responding to enquiries received via email and online platforms. Additionally, undertake Cashiers responsibilities when required, which involve managing, processing, and accurately recording payments made by cash, cheque, or credit card.
- Handle complaints sensitively and professionally, escalating cases, when necessary, in accordance with the Council's complaints procedure to ensure satisfactory resolutions.
- Encourage residents to use digital services and self-service options through the Council's website, offering support for those who need assistance with accessing these services or require assisted self-serve.
- Maintain accurate data entry and update records on relevant ICT systems, while regularly monitoring personal performance against agreed targets and service objectives, ensuring compliance to service level agreements (SLAs).

- Be sensitive to the diverse needs of the local community, ensuring inclusivity by utilising translation services and other support where needed to meet individual requirements and promote equality.
- Participate in continuous training and development, demonstrating flexibility to multi-skill across roles within the Contact Centre and maintain high service delivery standards.
- Any additional duties consistent with the grade and level of responsibility of this position, for which the holder possesses the required experience and/or training.

Compliance

Ensure adherence to legal, regulatory, and policy requirements under GDPR, Health and Safety, Employee Code of Conduct and in your area of expertise by identifying opportunities and risks, and escalating issues as necessary.

Person specification

Your application form needs to demonstrate how you fulfil the role's requirements. It is essential to address the criteria, as this will be used to evaluate your suitability for the position.

Essential and desirable criteria

Essential: the basic requirements that must be met for someone to be considered for a particular job. These criteria are mandatory and cannot be negotiated. Essential criteria directly impact the core qualifications or skills necessary to perform the job effectively.

Desirable: the additional qualities, skills, or qualifications that would be advantageous for a candidate to possess but are not mandatory. Not meeting them does not automatically disqualify someone from consideration for the job. This also allows candidates who do not possess certain desirable criteria the opportunity to explain how their other knowledge, experience and skills relate to these and what they may be in the process of doing or willing to do to achieve these.

Knowledge, experience, and skills

Point	Criteria description	Essential/desirable
1	Experience in the public sector or another organisation working in front-line customer services either face to face or over the telephone.	Essential/desirable
2	Experience using various IT systems and administrative procedures to support customer-focused service delivery, with the ability to navigate and utilise multiple systems to efficiently meet customer needs.	Essential/desirable
3	Ability to collaborate with multiple council services, both internally and externally.	Essential/desirable
4	Ability to handle enquiries in a courteous, efficient, and professional manner.	Essential/desirable
5	Good verbal and written communication skills, with the ability to clearly convey information to different audiences.	Essential/desirable
6	Ability to work independently, with good attention to detail and a focus on accuracy in all tasks.	Essential/desirable
7	Skilled in handling challenging situations, including dealing with distressed or irate residents in a calm, empathetic manner.	Essential/desirable

Point	Criteria description	Essential/desirable
8	A commitment to setting and maintaining high personal standards of performance, conduct, and customer service.	Essential/desirable
9	Ability to understand, explain, and share information from different systems in a clear and simple way.	Essential/desirable
10	Understanding of equalities issues and a commitment to providing accessible services that eliminate discrimination.	Essential/desirable

Our accreditations



Our accreditations include Disability Confident Leader, The Mayor's Good Work Standard, London Living Wage Employer, Stonewall Diversity Champion, and Employer with Heart.