



**BRENTWOOD BOROUGH COUNCIL**

**[LOCAL SCHEME OF CONDITIONS OF SERVICE]**

**JOB PARTICULARS**

POST:	Customer Contact Advisor
POST REFERENCE:	TBC
SERVICE:	Customer Services
DEPARTMENT:	Customer Services
BRENTWOOD GRADE AND SCALE:	Grade D (SCP19-23)
CONTRACT TERM:	Permanent
SALARY (BASIC):	£20,502 - £23,249 (Starting salary dependent upon skills and qualifications, progression subject to satisfactory performance)
PENSION:	On joining the Council, employees will automatically become Members of the Local Government Pension Scheme. The employees' contribution rate, based on annual pensionable earnings, is between 5.5% and 12.5%.
CAR LOAN FACILITY:	As part of the Council's "Recruitment and Retention" package, loan facilities for the purchase of a motor car have been extended to all permanent staff under the Scheme's amended rules and conditions, at the discretion of the Head of Paid Service. In certain circumstances the Scheme shall also apply to staff with leased vehicles, but not to those who already have outstanding car loans. Full details available from the HR Helpdesk.
CHILD CARE VOUCHERS:	Childcare vouchers work by salary sacrifice, which means that you receive the vouchers instead of part of your salary. Unlike your salary, childcare vouchers are free of

tax and national insurance, which could save you over £900 a year, depending on individual circumstances. Full details of the scheme are available from the HR Helpdesk.

**SEASON TICKET LOAN  
(PUBLIC TRANSPORT)**

An interest free season ticket loan for public transport is available, subject to conditions of the Scheme and authorisation of the Chief Executive.

**HOLIDAY ENTITLEMENT:** Minimum leave 25 days (28 days after five years Local Government service).

**PERIOD OF NOTICE:** One calendar month.

**WORKING HOURS:** 37 hour week  
Monday - Thursday 8.30am to 5.00pm  
Friday - 8.30am to 4.30pm

A scheme of flexible working hours operates within the Council by agreement with line management and operational needs.

The post-holder may be required to attend evening Council or Committee or other meetings outside normal office hours as necessary to carry out prescribed duties and responsibilities.

Overtime working is required on occasions for which payment would be paid where appropriate and authorised by management in advance.

**CLOSING DATE OF  
APPLICATIONS:**

To be submitted by 21<sup>st</sup> January 2018

**INTERVIEW DATE:** To be arranged in due course.

**INTERVIEW EXPENSES:** Brentwood Borough Council does not reimburse candidates

**INFORMATION:** For informal discussion and information, please telephone Sarah Bennett on 01277 312 500.

**ACKNOWLEDGEMENTS:** It is expected that candidates invited for interview will be informed within 1 month of the closing date. In the interest of economy, it is no longer the Council's practice to acknowledge the receipt of applications or, to notify unsuccessful candidates other than those called for interview. Applicants who wish to receive acknowledgements should attach stamped addressed envelopes to their completed application form. If only one envelope is received it will be assumed that you wish only for the receipt of your application to be acknowledged.

You are advised that this post has been identified as one that requires receipt of a criminal records disclosure. The Council will cover the cost incurred. If you are successful you will be asked to complete a Criminal Records Disclosure Form. You will be

required to produce some original documents, guidance notes will help you to identify those required. Essex County Council will then progress your Disclosure application. *Essex County Council has been registered with the Disclosure and Barring Service, and as such, will comply with the Code of Practice when receiving any information by way of your disclosure.*

Once completed this Application Form and Equal Opportunity Monitoring Supplement should be returned to:

Brentwood Borough Council  
Britannia House  
Mere Way  
Ruddington  
Nottingham  
NG11 6JS

Please mark applications "Staff Appointment for the attention of Human Resources".

# Brentwood Borough Council

## Job Description

**Post Title** Customer Contact Advisor

**Grade** SCP 19 – 23 (Grade D)

**Post Reference**

**Service Area** Customer Services

### Reporting Relationships

**Responsible to:** Customer Contact Supervisor (line manager)  
Contact Centre Manager

**Responsible for:** None

### Main Purpose of Job

You will be a part of a highly skilled and committed team of professionals delivering the Council's Customer Contact Service, fulfilling this role within the framework of service objectives, the Council's corporate objectives and policies and any legal requirements.

You will be responsible for maintaining excellent customer satisfaction ratings and resolving customer enquiries via multiple channels including: face-to-face, telephone, text message, email, web-chat and social media.

You will deliver a wide range of Council services directly to the customer and seek to resolve enquiries at the first point of contact. You will also take advantage of opportunities to resolve multiple enquiries at the same time helping the realisation of efficiency gains and enhancing the customer experience.

### Main Duties and responsibilities

1. Resolve queries and advise customers on a wide range of Council services via multiple channels including: face-to-face, telephone, text message, email, web-chat and social media. You will follow up the commitments you make to the customer and act upon them in a timely manner and in line with their expectations.
2. To represent and champion the Customer Contact Service throughout the Council.
3. To build relationships with customers inspiring their trust in both you and the Council.
4. Maintain up to date knowledge and understanding of Council services and systems used within the Customer Contact Service.

5. To proactively seek out and resolve potential issues before they arise, escalating more complex issues as appropriate.
6. To recommend service improvement opportunities both within the Customer Contact Service and the wider Council.
7. Where appropriate, promote and encourage lower cost contact channels including self-service, web chat and email.
8. Using the Council's customer relationship management system, maintain and update customer records ensuring accurate and relevant information is captured.
9. Process customer payments.
10. Undertake administration tasks as required including the production of correspondence and documentation.
11. The administration of the Corporate Room Booking system.
12. Apply appropriate and effective communication techniques when dealing with customer contacts including diffusing conflict and managing sensitive situations.
13. The recording of customer feedback including compliments, comments and complaints.
14. To participate in the One2One performance review process and undertake any training and development in support of your role, as required.
15. Undertake such other duties as may be reasonably required within this post to support the operational needs of the service area and Council, including maintaining business continuity and during any civil emergencies.
16. This document is subject to review to reflect any changing operational needs of the service and the Council.

**N.B.**

- The Customer Contact Service operates Monday – Thursday 8:30am to 5:00pm and Friday 8:30am to 4:30pm. Customer Contact Advisors and Supervisors will work a 37 hours week on a shift rota operating between these hours.
- Customer Contact Service employees will be required to dress in a uniform provided by the Council commensurate with representing the Council's corporate image in a front line environment.

## **Person Specification**

### **Qualifications and Knowledge**

- GCSE in English and Maths grade A-C or equivalent.
- Practical knowledge and experience of using Microsoft Office packages.

### **Skills and Experience**

- Experience of working within a team, preferably in a customer focused environment.
- Ability to adapt your style to meet the needs of the individual, particularly for sensitive situations and aggrieved people.
- Ability to actively listen and use appropriate questioning skills to elicit required information.
- Ability to deal with customers holistically, providing a 'tell us once' approach and, resolving multiple queries in one interaction.
- You are highly organised yet flexible to meet unforeseen demands.

### **Personal qualities and attributes**

- You aspire to be the best you can be and have an appetite for your own learning and development.
- You are passionate about people and committed to going the extra mile for every person you meet.
- You are a positive person who enjoys working in a fast paced and dynamic environment.
- You enjoy interacting and building relationships.
- You are assertive and confident and use your initiative to solve problems.

### **Other requirements relating to the post.**

**Date:**