

# Job Description

## Customer Advisor

**RESPONSIBLE TO:** Customer Services Team Leader

### **JOB PURPOSE:**

You will work alongside friendly and helpful colleagues in a place committed to constantly making the Trust a better place to work. You will be providing a “one stop shop” service to customers covering all services delivered by the Trust. You will offer appropriate resolution in order to continue in delivering an excellent service to our customers with a focus on the implementation of new methods of digital contact.

### **‘WHAT’ – you do!**

- We’re the friendly voice who provides a response to all enquiries, complaints or requests for service, across multiple contact channels such as email and live chat and aim to keep all our customers happy and up to date by using IT systems to record, appoint, order and monitor information to process all customer requests.
- We do everything possible to deliver an excellent service and whenever a customer has an issue, we’re the specialist team that listens carefully to what they have to say in order to ensure the customer receives a high level of customer satisfaction.
- We value our customers and put them at the heart of all that we do and by doing this we communicate effectively with other Trust teams to deliver a seamless service with high levels of customer satisfaction.
- We work as a team and do everything possible to meet our performance targets.
- We understand and appreciate our diverse customer profile – adapt our approach to meet the different customer needs by responding to customer feedback from multiple digital access points.
- To always work in a “safe” way ensuring compliance with legislation, regulatory requirements, best practice and continuous improvement.

### **‘HOW’ – you do it!**

We deliver the above by displaying the following example behaviours:

- Transparent with everyone, always being open, honest and clear, with ourselves and others ensuring feedback is given in a timely fashion and we commute effectively across the Trust.
- Restless in your approach to finding better ways we’re better tomorrow by challenging what we are doing today. Always looking at best practice to ensure we are forward thinking and innovative
- Upfront and honest. We are bold, confident and direct. We say it as it is. However, we will not be shouty or rude but constructive and clear with people, so they know WHAT we expect from them and HOW they deliver it.
- Skilled - We invest in our people and attract talent so the Trust thrives. We invest in staff to deliver our high performing culture.
- Together – championing a “one team” ethos. We support and talk to each other across teams to help improve lives. We work on delivering more through project teams – rather than the functional/hierarchical teams.



*No job description can cover every task which may arise within the post. The post holder will be expected to carry out other duties from time to time which are broadly consistent with those in this document.*

## Person Specification

	ESSENTIAL/DESIRABLE	ASSESSMENT
<b>Behaviour – HOW</b>		
Transparent with your teams and peers	E	I/A
Restless in your approach to finding better ways	E	I/A
Upfront and honest	E	I/A
Skilled - continually improving	E	I/A
Together – championing a “one team” ethos	E	I/A
<b>Experience – WHAT</b>		
Experience of working with customers across multiple contact channels in a front line role.	E	I/A
Experience of working in a contact centre environment	D	I/A
<b>Skills/Abilities/Competence – WHAT</b>		
I.T. Skills.	E	I/A/S
Oral and Written Communication	E	I/A
Data Base Management	E	I/A/S
Ability to deal with information confidentially and sensitively	E	I/A
Problem solving skills.	E	I/A
Ability to work under pressure.	E	I/A
Ability to work on own initiative.	E	I/A

### METHOD OF ASSESSMENT

- A** Application form
- I** Interview
- S** Skills Test



## C Production of Certificates

*No job description can cover every task which may arise within the post. The post holder will be expected to carry out other duties from time to time which are broadly consistent with those in this document.*

