



# HILLINGDON

LONDON

## Job Profile

---

<b>JOB TITLE:</b>	<b>Customer Service Advisor</b>
<b>GRADE:</b>	<b>Scale 6</b>
<b>POST NO:</b>	
<b>JOB TIER:</b>	<b>5 (non-management)</b>
<b>DBS CHECK:</b>	
<b>GROUP:</b>	<b>Corporate Services</b>
<b>SERVICE:</b>	<b>Customer Contact Centre</b>

### REPORTING STRUCTURE

<b>Reports to:</b>	<b>Team Supervisor (Contact Centre)</b>
<b>Direct Reports:</b>	<b>None</b>
<b>Indirect Reports:</b>	<b>None</b>

### ROLE PURPOSE:

- Provide professional, courteous customer service to residents and partner organisations.
- Support the Council's aim to resolve customer enquiries accurately and efficiently at the first point of contact.

- Handle calls from residents, including emergency situations and contacts from vulnerable customers.
- Demonstrate strong communication skills, patience, resilience and the ability to multitask.
- Speak with residents while accurately recording call information, with a good standard of written communication.

## A. Job Description

### 1. Resident & Community Contribution

- Act as the first point of contact for incoming Council enquiries, either in person at the reception desk or via the switchboard.
- Deliver high-quality customer service efficiently and in line with the Council's vision and values.
- Demonstrate understanding of the Council's *Customer Care Standards* and ensure these are met to support the commitment to putting residents first.
- Resolve customer enquiries received by telephone or through electronic transactions promptly and accurately, using agreed procedures and guidance.
- Escalate enquiries to the appropriate level when required, keeping customers informed of the action being taken.
- Progress, following training, to become a fully multi-skilled advisor able to support a wide range of Council services.

### 2. People Management

- No direct supervisory responsibility
- Support the induction and training of peers and new starters when required.

### 3. Operational Service Delivery

- Support the team in meeting Council customer service standards.
- Use the appropriate greeting, including name, and always present a positive image of the Council.
- Deliver excellent customer service that enhances the Council's reputation and contributes to high levels of customer satisfaction.
- Identify and apply appropriate solutions from available options to resolve customer enquiries effectively.
- Operate and navigate multiple computer systems, logging data and updating records while dealing with customer enquiries.
- Promote and encourage the use of online reporting tools available 24/7.
- Provide a seamless service across telephone, webchat and any additional channels introduced in the future.
- Signpost customers to relevant information on the Council's website, and internal customers to intranet resources.
- Contribute to the wider Contact Centre by undertaking general administrative duties
- Communicate confidently by telephone and face to face, including in situations where immediate support may not be available.
- Provide peer mentoring and ongoing training, supporting colleagues with more complex enquiries when required.
- Work independently, managing multiple tasks and meeting deadlines.
- Adhere to the team duty rota to ensure full coverage of service hours.

#### **4. Service Planning & Development**

- Maintain awareness of the Team Plan and understand personal contribution to its delivery.
- Rotate between telephony, administration and any other duties as required.

#### **5. Financial & Resource Management**

- To demonstrate cost-consciousness and identify any cost-effective changes to own way of working.

## **6. Service Improvement**

- To identify and suggest any improvements to current ways of working in order to deliver a more efficient and effective service for customers.
- Implement and champion agreed new ways of working to improve customer service.

## **7. Contacts**

**Internal:** All Civic Centre staff up to and including Group Director

**External:** Residents of the London Borough of Hillingdon.  
Members of the public. Councillors and MPs. Agencies and companies associated with Council activities.

## **8. Additional Responsibilities**

- Undertake any other reasonable duties required to fulfil the purpose of the role, as directed by management.

## **9. Key Performance Indicators**

- Act as the first point of contact and deliver a high-quality, customer-focused service across all contact methods in the Contact Centre
- Actively support channel management by encouraging customers to use more cost-effective contact channels.
- Promote accessibility and identify opportunities to improve access to Council services.

---

## B. Person Specification

### Customer Service Advisor

---

This person specification will be used for recruitment to the Customer Service Advisor vacancy in LBH. It will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.

<b>1. QUALIFICATIONS</b>	<b>ESSENTIAL</b> ✓	<b>DESIRABLE</b> ✓
Good standard of written and oral English	✓	
<b>2. STATUTORY or ROLE SPECIFIC REQUIREMENTS</b>	<b>ESSENTIAL</b> ✓	<b>DESIRABLE</b> ✓
Willingness to work to a rota system covering business hours 8am to 5pm.	✓	
<b>3. EXPERIENCE</b>	<b>ESSENTIAL</b> ✓	<b>DESIRABLE</b> ✓
Proving experience of working in a busy pressurised environment of a call or contact centre of at least a year. Working as a first point of contact Demonstrable skills of Customer Service		✓
<b>4. KNOWLEDGE &amp; SKILLS</b>	<b>ESSENTIAL</b> ✓	<b>DESIRABLE</b> ✓
Strong navigation and keyboard skills. Knowledge of IT software and systems - including Word and Excel  Proven ability to communicate professionally and clearly by telephone. In a variety of circumstances and with a variety of customers. At all times maintaining control of the conversation and a calm demeanour,  <b><u>Personal Specification Grade 6</u></b>  A broad understanding of Council policies and procedures.  Proven ability to deal with complex enquiries/issues and more demanding customers.	✓	

5. COMPETENCIES	ESSENTIAL	DESIRABLE
<p><b>“Can do” positive attitude</b> Demonstrates a commitment to changing work practices and processes, and a willingness to try new ways of working or thinking.</p>	✓	
<p><b>Takes responsibility and delivers results</b> Adapts to changing demands to ensure that objectives are met, overcoming problems and making well considered decisions.</p>	✓	
<p><b>Team working</b> Acts as a role model to others in the team, sharing knowledge and experience when necessary, whilst respecting and valuing the contribution other team members’ experiences can bring.</p>	✓	
<p><b>Communication</b> Demonstrates well developed written and verbal communication skills; and the confidence to present reports and verbal accounts credibly to a variety of different audiences.</p>	✓	
<p><b>Customer Care</b> Develops contacts and relationships with customer/ client groups, regularly reviewing service delivery and taking responsibility to ensure quality service provision.</p>	✓	
<p><b>Takes ownership of personal development</b> Takes action to develop own and others' capability and knowledge by promoting and supporting developmental opportunities to improve performance.</p>	✓	