
Your job

Job Title: Customer Services Advisor Customer Facing Telephony

Service: Corporate Contact Centre

Grade: 5

Reporting to: Assistant Business Partner

You will provide a comprehensive, efficient, and effective telephony, online and digital enquiry resolution service, using intuition and decisive customer service skills which enable delivery at the first point of contact against agreed performance criteria, which enhances the reputation of the organisation and service.

Using effective communication skills, you will actively engage and demonstrate, via interactive customer platforms such as our Agilisys Digital (AD) platform and webchat to customers so that they can see, look, and feel the benefits of using online services first as the primary customer access channel.

You will produce professional responses to resolve customer enquiries through their chosen method including but not exclusively, My Account, webchat, Agilisys Digital platform and social media platforms including Twitter and Facebook.

Shift patterns vary, Monday to Friday, between 8:00am and 18:00pm. Saturday working is required on a rota basis, with equivalent time worked allocated as time off Monday to Friday. Saturday working patterns are between 8:00am and 12:30pm.

Mandatory Statement

The Council is committed to complying with European General Data Protection regulations (UKGDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection regulations.

Wigan Council is an active, strong, and committed corporate parent. As a priority, all employees have a responsibility towards the children we look after and care leavers, not just those employed by the Children's Directorate.

In this job you will:

In the next 12 months, you will:

- Develop and communicate professional responses to customer enquiries via the appropriate channel such as over the telephone, webchat or any other relevant digital communication method
- Understand changes in legislation, policy, practice and statutory requirements for the service.

On an ongoing basis you will:

- Provide a comprehensive, effective resolution for customers, at the first point of contact for telephony, online and digital enquiries in accordance with agreed performance criteria
- Take ownership of enquires, including difficult or sensitive enquires and resolve them effectively whilst considering minimal risk to the council
- Accurately log and complete complex transaction for all customer enquiries via the relevant council system(s) within agreed timescales, policies, strategies and procedures, statutory legislation and relevant regulations within the required service areas
- Provide accurate and timely advice to customers on their entitlement to Housing Benefit and Council Tax reduction and any discounts, reliefs and exemptions
- Liaise with and communicate effectively with internal departments, external partners and third parties including Enforcement Agencies to help maximise income collection for the council and help maximise customer's income, health and wellbeing whilst accurately and thoroughly capturing customer information from an asset based

conversational approach that helps create manageable instalment plans and payment methods to issue timely bills that will maximise income generation

- Liaise and communicate effectively with relevant partner organisations and colleagues in Health and Social Care ensuring opportunities for joint partnership working are maximised and maintained to support our customers health and wellbeing, whilst accurately and thoroughly capturing customer information from an asset based conversational approach that creates and allows you to provide a smooth transition to the relevant service
- Identify and take opportunities to undertake an asset based conversation so you can effectively signpost customers to the relevant access points that support their health and wellbeing and offer a joined up service that reduces the need for the customer to make repeated contact for the same issue or problem
- Develop customer relationships to encourage and promote the use of online services as the first access channel for customers to make contact with us
- Deliver high levels of customer care that continuously meet or aim to exceed 97% customer satisfaction rate
- Actively participate in changes to systems and processes to enhance the overall customer services offer and experience
- Identify and recommend areas where changing a system or a process might bring about an improvement for the organisation or the customer, as and when appropriate
- Be responsible for and take accountability for the organisation of your own workload to ensure any deadlines are met and the quantity and quality of work is in line with set performance criteria
- Undertake any training required to work effectively in the Customer Services Advisor Telephony role
- Work across Customer Services to provide the service at any location in line with business needs
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules
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In this job you will need:

You must be able to demonstrate the following essential requirements:

- 5 GCSE's Grade C or above to include Maths and English or equivalent qualifications, or an equivalent level of experience
- Experience of working in a customer service environment
- The ability to work as part of a team and support team members as well as the ability to work on own initiative
- Excellent organisation skills
- Effective verbal and written communication skills
- The ability to manage your own workload
- The ability to operate IT systems and effectively input and extract data
- The ability to identify problems and provide effective solutions.
- The ability to work effectively in a fast-paced environment and meet agreed targets
- The ability to adopt a self-reflective approach to aid continuous professional and personal development

Our Culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **TeamWigan** behaviours.

Be Positive	“ Take pride in all that you do and support and develop yourself and others. ”
Be Accountable	“ Be responsible for making things better, enabling change and supporting improvement. ”
Be Courageous	“ Be open to doing things differently and working collaboratively with others. ”
Be Kind	“ Be helpful, generous and thoughtful towards yourself and others. ”