

Job Description

Job Title:	Customer Service Assistant (Telephone Contact Centre – National Careers Service London)
Reports to:	Contact Centre Manager – National Careers Service London
Location:	Home-Based

Purpose

To operate the telephone contact centre service for the National Careers Service London on a rota basis including answering and undertaking telephone calls with customers.

Main Duties and Responsibilities

1. Operate the telephone contact centre service for the National Careers Service on a rota basis
2. Undertake follow up calls with customers over the telephone, by email or any other method required by the contract
3. Adhere to strict 'funding rules' guideline, for evidence of outcomes
4. Follow GDPR and Data Protection legislation
5. Answer telephone calls from the National Contact Centre, take bookings for advice sessions, provide basic information and referrals for the service
6. Provide a warm handover to a telephone careers adviser whenever possible
7. Update the Prospects CRM system with information about contacts and set up follow up activities
8. Record customer complaints and compliments to meet Prospects standards and procedures
9. Produce activity reports as required by the Contact Centre manager
10. Undertake training as required by the Contact Centre manager
11. Ensure adherence to the company's equalities and diversity policy.
12. Other duties commensurate with the level and nature of the post.

Other

1. To undertake any further training as identified in the Shaw Trust review procedures.

2. To comply with and understand Prospects safe guarding policy and procedures and take action as appropriate in relation to children and vulnerable groups regarding matters of safety, protection and wellbeing. Prospects is committed to promoting equality of opportunity, valuing diversity and eliminating discrimination, as a core value.
3. Ensure that safe working practices are followed in respect of COSHH and other Risk Assessment control measures.
4. Employees must comply with the provisions of 'The Health and Safety at Work Act 1974' and must take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts of omissions whilst at work. Employees are also required to co-operate with their employer to enable them to perform or comply with any statutory provisions. The Trust's efforts to promote a safe and healthy working environment can only succeed with the full co-operation of its employees.
5. To understand, comply with and promote Shaw Trust's safeguarding policy and procedures. It is the responsibility of all employees to make the working environment safe and secure for all. Everyone must adhere to the 5 Rs in relation to possible abuse: Recognition, Response, Reporting, Recording and Referral. The Trust can only ensure its dedication to the protection of vulnerable people with the full cooperation of its employees.
6. The Trust has a Diversity and Inclusion Policy and it is the responsibility of all staff to comply with this. The key responsibilities for staff under this Policy are set out in the Trust Code of Conduct.
7. To maintain the confidentiality about clients, staff and other Trust business. The work is of a confidential nature and information gained must not be communicated to other persons except in the recognised course of duty. The post holder must meet the requirements of the Data Protection Act at all times.
8. To maintain awareness of risk and to take personal responsibility for ensuring that the Trust is not unnecessarily exposed to risk. To report any issues or concerns relating to risk and the effectiveness of the Trust's risk management arrangements.
9. Be aware of, promote and implement Shaw Trust's Risk, Quality and Information Security Management Systems.
10. To report to line manager, or other appropriate person, in the event of awareness of bad practice.
11. Recycle and manage energy within your environment in line with Shaw Trust's Strategic aim to adopt green approaches and become carbon neutral.

This job description is intended to provide a broad outline of the main duties and responsibilities only. The post holder will need to be flexible in developing the role in conjunction with the line manager. The post holder may be asked to carry out any other delegated duty or task that is in line with their post.

<p>Person Specification</p> <p>Job Title:</p> <p>(E=Essential D=Desirable)</p>
<p>SKILLS AND CORE COMPETENCIES</p>
<p>Technical competency (qualifications and training)</p> <ul style="list-style-type: none"> • Ability to communicate effectively, particularly over the telephone and by email (E) • Hold or be willing to acquire, NVQ3 in IAG or other appropriate qualification (E)
<p>Experience</p> <ul style="list-style-type: none"> • Have Telephone Contact Centre experience (E) • Ability to manage difficult customer complaints, and with strategies to resolve these diplomatically (E) • Ability to prioritise, plan and organise own work to meet deadlines and targets (D)
<p>Skills and Attributes</p> <ul style="list-style-type: none"> • Excellent organisational skills (E) • Excellent IT skills particularly use of databases (E)
<p>Personal qualities, communicating and relating to others</p> <ul style="list-style-type: none"> • Good teamwork skills (D) • Prepared to work flexibly including weekends and evenings on a rota basis (D) • Positive attitude (D) • Desire to help people, including those who may be resistant to support (D)
<p>Safeguarding</p> <ul style="list-style-type: none"> • Be able to display an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults. (E) • This post requires a Disclosure and Barring Service Check at an Enhanced level (E)
<p>Other</p> <ul style="list-style-type: none"> • Have an understanding of and be able to demonstrate a commitment to Equal Opportunities and Diversity. (E) • Understanding of and commitment to implementing equal opportunities in all aspects of work with an understanding of and commitment to promoting equality and diversity. (E)