

Job Description – National Careers Service – Customer Service Assistant (Telephone Contact Centre)

Post	Customer Service Assistant (Telephone Contact Centre) National Careers Service London
Job Purpose	To manage the telephone service for National Careers Service London
Location	Shaw Trust House , Bromley
Line Manager	Contact Centre Manager –NCS London
Job Category	Adults Workforce
DBS Disclosure	Enhanced

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.

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

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Personal Specification

- Ability to communicate effectively, particularly over the telephone and by email
- Excellent organisational skills
- Excellent IT skills particularly use of databases
- Ability to manage difficult customer complaints, and with strategies to resolve these diplomatically
- Ability to prioritise, plan and organise own work to meet deadlines and targets
- Good teamwork skills
- Prepared to work flexibly including weekends and evenings on a rota basis
- Hold or be willing to acquire, NVQ3 in IAG or other appropriate qualification
- Understanding of and commitment to implementing equal opportunities in all aspects of work with an understanding of and commitment to promoting equality and diversity.