**Role Profile**

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| **Job title:** | Customer Service Advisor | **Level:** | 1 |
| **Function:** | Customer | **Type of role:** | Permanent |
| **Reporting to:** | Kelly Snowden | **Location:** | Regent House |
| **About the Role:** |
| The role of the Customer Service Centre (CSC) is to provide a single point of contact for our customers. The Customer Service Team is one team operating within a wider Customer Service Centre function.You will be responsible for ensuring that customers receive appropriate and timely responses; logging all contact and providing advice immediately where possible, channelling requests to appropriate business groups for resolution, monitoring cases and keeping customers appraised of progress.     This role is the first point of contact for customers into NHSPS and is therefore key to delivering a positive customer experience and improving the perception of our services.  |
| **Key Responsibilities:** |
| * Receive and log inbound queries from customers; originating from web, phone, email, self-service portal, and post; ensuring accurate data entry into the service management system.
* Triage and assess the priority of customer queries.
* Provide a rapid response to customers, resolving queries at the first point of contact where possible.
* Route queries via the CRM tool to the appropriate group within the business
* Monitor and manage queries to ensure they are resolved within agreed service level targets; escalating to team leader before targets are breached and ensuring those that need to be passed to another business area are done so in a timely manner with the necessary level of information.
* Liaise with business teams to keep customers informed about progress.
* Recognise and proactively raise complaints.
* Work with the rest of the CSC team to foster positive customer service behaviours and increase collaboration in order to improve standards of service.
* Contribute to and maintain internal knowledge documents.
* Work within agreed service management processes and comply to quality standards, proactively identifying any opportunities for process improvements to the team leader.
* Work towards team goals and targets, meeting KPIs as determined by the Customer Service Team Leader and Manager
* Complete administrative tasks by onboarding contacts, setting up and amending customer details and promoting self service
* Undertake additional tasks as required by the Customer Service Team Leader
* Will be required to cover an 8am to 6pm working day through a shift system with other members of the team.
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| **Experience, Knowledge, Capabilities and Qualifications** |
| **Experience** | **Capabilities (skills/behaviours)** |
| * Experience in a front-line customer service role
* Experience working within a team
* Experience in a call centre/helpdesk environment (desirable)
 | * Excellent written and verbal communication skills
* Ability to effectively prioritise tasks especially when under pressure.
* Ability to handle challenging relationships and manage difficult conversations when necessary.
* Able to work autonomously and as part of a team
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| **Knowledge** | **Qualifications** |
| * Knowledge of key MS Office applications – Outlook, Word, Excel PowerPoint
* Knowledge of working with case management systems or CRM systems (desirable)
* Knowledge of wider NHS organisations (desirable)
 | * Professional qualifications (desired)
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| **Other information** (travel, hours) |
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