

## **JOB DESCRIPTION & PERSON SPECIFICATION**

<b>Group:</b>	CHIEF EXECUTIVE
<b>Division:</b>	Finance and Digital Services
<b>Section:</b>	Customer Services
<b>Sub Section:</b>	Contact Centre
<b>Post Title:</b>	First Response Advisor
<b>Vision Post Number:</b>	
<b>Grade:</b>	Grade 6
<b>Responsible to:</b>	Deputy Contact Centre Manager
<b>Posts Reporting to this Post:</b>	N/A
<b>Team:</b>	Contact Centre
<b>DBS Required Level:</b>	N/A
<b>Location:</b>	Ty Elai, Dinas Isaf East, Williamstown
<b>Date of Description:</b>	October 2019

### **KEY OBJECTIVES**

**To link closely to social care and health services to meet the overall objective for a proactive approach that enables individuals to be targeted with a preventative approach before a crisis service is required.**

**To deal with public enquiries to identify need, risk and provide the appropriate response to vulnerable service users.**

**To assist in the delivery of a pro-active service by contacting vulnerable service users to identify needs and requirements.**

**To promote the ability of individuals to achieve optimum levels of independence and to safeguard individuals from harm and abuse through the provision of a high quality telephone information, escalation and signposting**

**service, in accordance with Council policy and strategy relating to Customer Care.**

**To be an effective member of the wider response team, undertaking Lifeline duties where necessary during contracted hours.**

## **SPECIFIC RESPONSIBILITY**

1. To provide a responsive first point of contact for public enquiries relating to Social Care.
2. To support the wider contact centre as required commensurate with the grade of this post.
3. To be an effective member of the wider response team, undertaking Lifeline duties where necessary during contracted hours.
4. To resolve enquiries during the initial contact where possible by providing information regarding service provision and how the care and support system works.
5. To signpost to relevant avenues of help, including third sector services.
6. To identify callers who are currently in receipt of a reviewable service and transfer to the relevant Locality Duty Function.
7. To identify callers who are in need of safeguarding and transfer them through to the Single Point of Access team, providing as much information as possible.
8. To conduct proactive outbound calls to clients to support regular wellbeing contact, promoting social inclusion, health activities and gathering of general updates with individuals.
9. To identify and refer individuals who are potentially 'dipping' and may need a level of intervention.
10. To deal with enquiries using web based information and systems that support the Service.
11. To deal with enquires, in line with the agreed quality standards and information protocols through appropriate training.
12. To identify and escalate urgent situations.
13. To review and assess applications for Blue Badges and Bus Passes.

14. To ensure that all aspects of the service are carried out in accordance with current legislation, regulations, recognised best practice.
15. To achieve individual and team performance targets through ongoing review of productivity and quality indicators (call recording is used).
16. To work as per the rostered hours, lunch and breaks issued in advance, in line with the service demands of the Contact Centre.
17. To maintain effective working relationships with colleagues, divisions of the Council and other organisations, on matters that relate to Customer Service.
18. To maintain a current working knowledge of services delivered through the Contact Centre and provide support to others team members where required.
19. To participate in the identification of areas for service improvement.
20. To liaise with service areas to resolve customer enquiries/complaints where necessary.
21. The above list is an indication of the duties, which will normally be expected of this post. However, it is not an exhaustive list and the post holder may be required to undertake other duties, which are within the scope of the post.
22. The post may develop with changing working methods and to address service priorities and the duties will be subject to reasonable change.
23. The Contact Centre also requires that employees work both flexibility and co-operatively to ensure that service priorities are met.

To carry out health and safety responsibilities in accordance with the Division's Health & Safety Responsibilities document.

To undertake such other duties and responsibilities commensurate with the grade, as may be reasonably required by the Service Director, or as a mutually agreed development opportunity.

**THE CONTENTS OF THE DOCUMENT WILL BE SUBJECT TO REVIEW FROM TIME TO TIME IN CONSULTATION WITH THE POST HOLDER. JOB DESCRIPTIONS MAY BE AMENDED TO REFLECT AND RECORD SUCH CHANGES.**

***Protecting Children and Vulnerable Adults is a core responsibility of all staff. All safeguarding concerns should be reported to the Cwm Taf Multi-Agency Safeguarding Hub (MASH).***

## PERSON SPECIFICATION

This Person Specification sets out the knowledge and/or qualifications, past experience and personal competencies that would be ideal for this particular post.

The **Knowledge/Qualifications and Experience** sections describe what is required in terms of the technical ability that is needed to do this job successfully.

The **Competencies** section describes the kinds of non-technical skills, abilities and personal characteristics that the ideal person for this particular role would have. The competencies describe how that person would ideally work with other people and how they would approach their responsibilities.

The **Special Conditions and Professional Requirements** section describes any other qualities appropriate to the particular circumstances associated with this role.

ATTRIBUTE	ESSENTIAL	DESIRABLE
<b>KNOWLEDGE/ EDUCATION</b>	<p>Welsh Language Level 1 - All employees will be required to undertake a basic Welsh Language Induction to reach this level. Please refer to The Welsh Language Skills Guidance online <a href="http://www.rctcbc.gov.uk/WelshSkills">www.rctcbc.gov.uk/WelshSkills</a></p> <p>Firm commitment to continuous professional development.</p> <p>An understanding of e-services and web development within the Council.</p>	<p>Welsh Language Level 2 to Level 5. For details on the levels please refer to The Welsh Language Skills Guidelines, which can be found in the Welsh Services section of the RCT Council Website.</p> <p>NVQ in Customer Services</p>
<b>EXPERIENCE</b>	<p>Of dealing with Customers</p> <p>Of using a range of IT applications (including Microsoft suite)</p> <p>Of interacting with colleagues</p>	<p>Of working in Contact Centres</p> <p>Experience/awareness of Social Care issues</p>
<b>COMPETENCIES</b>	<b>Frontline and Customer Care Staff Competency Framework</b>	
Working with Others	<p>Knows the role of other teams and individuals and uses this to help resolve Service Users' issues</p> <p>Supports other team members when required, particularly new team members</p>	

<b>Communicating Effectively</b>	<p><b>Passes on accurate information to other service areas</b></p> <p>Listens to others and actively checks their understanding</p>
<b>Meeting Customers Needs</b>	<p>Focuses on resolving customer queries quickly</p> <p>Anticipates what else a customer might need, and provides them without being asked</p> <p><b>Knows what issues they can resolve themselves and when to refer upwards</b></p>
<b>Demonstrating Technical Ability</b>	<p>Has a high level of accuracy and pays attention to details</p> <p>Understands data protection and doesn't disclose private information inappropriately</p> <p><b>Ensures they have collected all the necessary information to move things forward.</b></p>
<b>Achieving Results</b>	<p>Is always punctual and ready to start work on time</p> <p>Takes initiative and can work without close supervision</p> <p><b>Prioritises tasks according to importance for the Council</b></p>
<b>Demonstrating Professionalism</b>	<p>Always demonstrates that they take pride in representing the Council</p> <p>Is resilient and works effectively under pressure</p>
<b>SPECIAL CONDITIONS AND PROFESSIONAL REQUIREMENTS</b>	