

Job Title: Contact Centre Advisor

Grade: Band B

Reports to: Contact Centre Team Manager

Role Responsibilities: No line management or budget responsibilities

The Role

ECL's vision is to transform lives, empowering independence through care excellence for all.

The Contact Centre is the first point of contact for all services within ECL, dealing with customer enquiries & referrals via e-mail and phone. Answering incoming calls from customers, enquiries, and questions, handling complaints, troubleshooting problems, and providing information, with a helpful can-do attitude.

The role is varied, and you will be trained, to become multi skilled in all areas of ECL. You will need to be flexible, have good computer skills and attention to detail, you will be expected to work pro-actively with colleagues and help to identify and implement continuous improvements and share best practice.

Job purpose

To provide high quality administrative support to all services within ECL.

To be the first point of contact for all ECL customers, commissioners, and stakeholders; answering incoming calls and signposting appropriately, plus responding to and resolving emails and web enquiries based on company information and individual team processes.

To triage, forward and add referrals & enquires onto in-house IT systems for the various services and meeting key performance indicators (KPIs).

Key Accountabilities

- Work flexibly and collaboratively across structural boundaries as part of cross functional teams, and in support of key functional outputs, regardless of where you sit within the organisation.
- Think creatively, challenging the norms, and constructively challenging those around you (including those more senior) to ensure continuous improvement, commercial astuteness, and inspire the same in colleagues.
- Ensure understanding and the proper assessment and mitigation of risk, including Information Governance, Safeguarding, Health and Safety and Business Continuity.
- Responsible for recognising a disclosure of a concern from an individual that requires a safeguarding intervention to be made and to take appropriate action.

Duties and Responsibilities

- Deal with incoming calls as first point of contact for ECL, providing a timely response in line with team KPIs and policy, and communicating with empathy and compassion.
- Maintain, develop, and apply knowledge and process maps of all ECL services to respond confidently and effectively to queries and requests from callers, and to resolve a high percentage of customer enquiries on first contact.
- Manage various customer service inboxes and deal with a high volume of incoming enquiries on a day-to-day basis. Provide professional and customer friendly service to all customers and deliver a consistent level of service.
- Signpost customers to other services within ECL & externally, where required
- Work closely with Community Equipment Services to manifest collections and deliveries and deal with repairs
- Responsible for triaging referrals and enquiries for the appropriate service. Respond to and process incoming customer referrals in line with agreed contractual obligations.
- Document complaints and escalate through the appropriate channels.
- Complete customer satisfaction questionnaires.
- Accurately record and update information held on electronic in-house systems. Check reports and make sure data is accurate.
- Maintain an effective system of recording and retrieving statistical information on all aspects of work carried out by the team to generate accurate MI reports and support the Contact Centre with KPI's
- Ensure confidentiality and security of manual and computerised information in accordance with the company's policies on Data Protection and Information Governance.
- Provide cover for the regions, to monitor the system to check that care calls are taking place on time and send checklists.
- Support frontline carers when needed to carry out their role, and ensure their safety when lone working
- Offer an Out of Hours service to regulated services to support with their customers and staff.

- Provide feedback to management on the quality of calls and suggest ways to improve the customer experience.
- Follow daily planner, to organise and improve your work to meet specified requirements and deadlines and achieve call handling targets and standards
- Develop and maintain effective professional working relationships and respond appropriately to the needs of colleagues and other services.
- Support new staff with inductions and training
- Maintain Contact Centre operational procedures, documents, and forms
- Attend supervisions and team meetings when required.
- Ordering, invoicing, and receipt of goods as required
- Must be able to work flexible hours, including evenings and weekends and Bank Holidays as necessary.
- Take responsibility and maintain all mandatory training when required.

This job description is only an outline of the tasks, responsibilities and outcomes required of the role. The jobholder will carry out any other duties as may be reasonably required by his/her line manager.

Person Specification - Key Skills and Competence

- English and Math's Level 3 qualification or equivalent abilities
- Customer Services NVQ Level 2 or previous customer service experience.
- Experience of administrative work in an office environment
- Excellent written and verbal communication skills
- Confidence to deal with a variety of customer situations, including complaints
- Great computer skills, including Microsoft Outlook, Excel, and Word
- Problem solving and decision-making skill
- Accuracy and attention to detail
- Ability to work methodically both independently and as part of a team
- Clear and effective telephone manner
- High personal quality standards, with attention to detail
- Flexible, 'can do' attitude
- Dynamic, pro-active self-starter with track record of working efficiently and meeting deadline

Our Values



Caring

Supporting others with care, compassion, and positive engagement.



Excellence

Working efficiently and innovatively to achieve excellence.



Teamwork

Working together to achieve our common goals.



Integrity

Being open and having the courage to do what is right