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| **Job Description** |



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| **JOB TITLE** | Resident Contact Advisor |
| **REPORTS TO** | Resident Contract Supervisor |
| **DIRECT REPORTS** | None |
| **INDIRECT REPORTS** | None  |
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| **PURPOSE OF THE JOB ROLE** |
| To contribute to the frontline delivery of the RBWM Resident Contact Service within the Royal Borough of Windsor and Maidenhead through daily contact with residents, customers, partners, businesses and staff, responding to all customer enquiries from a wide range of channels covering all Council services. Resident Contact Advisors will primarily work in the Contact Centre which is a phone based job also dealing with e-mails enquires across the whole council  |
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| **MAIN DUTIES AND RESPONSIBILITIES** |
| * Ensure all customers are attended to without delay in a friendly, welcoming and professional manner on the phone, in person or via digital channels. Provide the first point of customer contact with the Council, processing enquiries including complaints from a wide range of services (such as Libraries, Council Tax, Benefits, Housing, Waste, Planning, Licensing, Elections, Schools Admissions, Environmental Services and Streetscene) and other services transferred across a range of contact channels (telephone, digital and written), dealing with enquiries related to Council services, seeking information and providing advice ensuring first time resolution is high.
* Listen to customer feedback and provide options for them to make informed choices balancing customer expectations with council policies and resource limitations
* Process payments from customers for services following the appropriate process
* Investigate and resolve routine customer complaints at first point of contact to ensure delivery of an efficient and effective service to the customer.
* Interact with customers in a manner that exceeds their expectations and delivers real customer value to achieve an enhanced customer experience.
* Provide an in-depth enquiry service, answering council queries ensuring that first time resolution and customer satisfaction is high.
* Accurately use relevant corporate systems including the Customer Relationship Management System (CRM) a cloud base telephone system. Perform a number of administration activities to support a wide range of processes.
* Develop effective and productive working relationships with colleagues across the council and partners
* Be proud to work for RBWM and promote a positive image of the Council. Display a sense of pride and passion and a ‘can do’ attitude across the service.
* Participate in the Council’s emergency planning responses to emergency situations when required to do so
* Be available to support or work in any site in the Borough
* Comply with data protection at all times.
* Interact with customers in a manner that exceeds their expectations and delivers real customer value to achieve an enhanced customer experien
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| This job description outlines the main duties and responsibilities but does not detail every task required for service delivery. You may be asked to take on additional duties at an equivalent level, on a temporary or permanent basis. |
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| **GENERAL RESPONSIBILITIES** |
| Standard responsibilities that apply to all council staff or specific groups are set out in the [Employee Handbook](https://www.rbwm.gov.uk/media/2074/download/), these include:

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| * Corporate management
* Information governance compliance
* Whistleblowing
* General Safeguarding Statement
* Project and work management
* Working in a team
 | * Risk management including Health & Safety
* Business continuity
* Equality of Opportunity
* Our corporate values
* Budget management
* Specific responsibilities for managers
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Local operating procedures and specific activities/tasks will be supplied by the service. |
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| **PERSON SPECIFICATION** |
| **Qualifications/Education/Training**  | * Good general education, 4 GCSE/NVQ2 or equivalent with English and Maths
* Able to learn by online training
* Demonstrable commitment to personal professional development.
* Training Qualification (desirable)
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| **Experience**  | * Experience in using own initiative to respond to customer demands
* Experience of working in a front line customer focussed environment
* Experience of remaining calm, friendly and professional at all times including when under pressure and in stressful situations.
* Experience in active listening to understand customers’ needs in an empathetic way.
* Experience of working flexibly, with minimal supervision in a highly pressurised environment
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| **Skills, Abilities and Competencies**  | * Ability to understand and follow instructions
* Excellent use of ICT for delivery of modern working practices
* Ability to demonstrate excellent Customer Care skills.
* Excellent verbal and written communication skills
* Good organisational and prioritisation skills
* Able to collate and analyse data quickly and accurately
* Ability to use enquiry technique to deal with a range of enquiries
* Ability to gain sufficient skills to use, cloud base phone system CRM and other relevant IT systems.
* This post has been identified as customer facing in accordance with Part 7 of the Immigration Act 2016 and therefore the council’s English language fluency standard applies
* The ability to converse at ease with the public, answer questions and provide advice, including the use of specialist terminology relevant to the job role/profession and where necessary for an extended period of time.
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| **Specific Working Requirements** | * N/A
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| **OTHER/SPECIAL REQUIREMENTS FOR THIS ROLE**  |
| **DBS check required for this role** | Enhanced |
| **Is this role “politically restricted”?** | No |
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| **ADDITIONAL JOB DETAILS** |
| **Job Grade** | 3 |
| **Directorate** | Resources |
| **Service Area** | Libraries, Contact Centre |