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| **contact centre advisor****SALARY GRADE: HBC 5** | Halton Borough Council resourcing@halton.gov.uk |
| Working at Halton |
| All our colleagues at Halton have made a positive commitment to delivering great outcomes for our communities. Whoever joins us will share that passion for outstanding service, and strongly align with the values which define our workplace culture: * Working Together – building fantastic relationships with colleagues and customers
* Continuous Improvement – keeping great service delivery at the heart of everything we do
* Personal Growth – learning, growing and developing ourselves
* Accountability – doing what we say we are going to do
* Inspiring Leadership – positive roles models and leading by example

*To read more about our values, click* [*HERE*](https://haltoncouncilcareers.co.uk/values/)**We are immensely proud that when asked what’s great about working for Halton, the most popular response from our workforce has been ‘*our colleagues’*.**Aside from working with a great team, our employees have access to a fantastic range of benefits, including:* A generous annual holiday allowance starting at 34 days per year (including bank holidays), increasing with long service (pro-rata for part-time employees)
* Membership of our defined benefit, salary-linked pension scheme with generous Employer Contributions
* 3 x Salary Life Cover via Local Government Pension Scheme
* Investment in your personal development
* Free Car Parking at HBC sites
* Car leasing schemes

*For further information about all the benefits we offer, please click* [*HERE*](https://haltoncouncilcareers.co.uk/benefits/)*.* |
| About the Job  |
| As a Contact Centre Advisor, you work within Halton Direct Link Contact Centre, delivering a comprehensive range of Council Services using a range of different computer systems.You will ensure that customers are able to access the full range of Council's Services and where necessary act as an advocate on the customer behalf.More specific responsibilities include:* Delivering a wide range of Council Services using the Halton Direct Link (HDL) Customer Service delivery System and various other Computer Systems, in accordance with relevant legislation, Council policies and procedures.
* Making and receiving calls on the Telehealthcare Emergency Control Centre assessing the nature of the call and taking the appropriate response based on agreed protocols.
* Providing information and advice to customers in the most appropriate format to meet their needs.
* Using the Council’s telephone payment system in accordance with procedure to accept payment for Council services, ensuring that all payments taken are accounted for and balanced.
* Undertaking administrative tasks and make telephone calls as required to progress enquiries from customers, ensuring the efficient functioning of the Contact Centre.
* Acting on behalf of customers to ensure that their requests are progressed and service delivery standards are met.
* Actively promoting the Council and the Services available by informing customers of other services that may be relevant or of interest to them and signpost accordingly.
* Assisting in ensuring that information provided to HDL by Directorates for use in the delivery of services is updated as necessary.
* Assisting team leaders to train new advisors allowing them to shadow, assisting and supporting where required.
* Undertake any other duties and responsibilities as may be assigned from time to time, which are commensurate with the grade of the job.
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| About You |
| You will have a minimum of 3 GCSEs A-C (or equivalent), or significant work experience in a similar working environmentIn addition you will have:* Experience of working as a customer service advisor including dealing with the general public and in delivery of core services using application software
* A knowledge and understanding of Council services
* Ability to deal with difficult or emergency situations in a calm and effective manner
* Computer literacy
* Ability to communicate with professionals/customers from various backgrounds and adapt your language and communication skills accordingly
* Ability to work as part of a team
* Good literacy and numeracy skills
* Ability to communicate in an appropriate and sensitive manner, sometimes within a hostile environment
* Effective time management skills
* Able to work shifts between the hours of 7.45am and 18.15pm Monday to Friday on a rota basis

The Council and its schools are committed to safeguarding and promoting the welfare of children, young people and adults and expect all staff, workers and volunteers to share its commitment. |
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