

## Job Description

**Job Title:** Contact Centre Assessor

**Line Manager:** Head of Business and Client Support

**Hours:** 18 hours: 3 days per week (Monday, Tuesday and Thursday)

**Salary:** £25,948.95 - £26500 p/a FTE

**Type of contract:** Permanent and 1 year Fixed Term Contract

**Location:** Dudley office and some home working

### Main Job Purpose

- To provide an effective and efficient assessment of client's advice needs, on the telephone, by email and web chat in our Contact Centre
- Complete an initial assessment and use our advice framework to progress the client journey
- To help influence government and other organisation's about how their decisions affect the clients we support by contributing to our Research and Campaigns agenda

### Main Tasks and Responsibilities

- Assessing clients' enquiries on the telephone using sensitive listening and questioning skills
- Accessing clients' enquiries through webchat and email using written communication skills
- Identifying key information about the problem including time limits, key dates and any requirement for urgent advice or action
- Setting expectations and establishing what the client needs (not wants) to progress their advice journey
- Assessing the complexity of the issue and the capability of the client in order to empower them to resolve issues independently where appropriate while ensuring safe and effective outcomes
- Recording information about the assessment in an accurate and timely manner
- Assessing and agreeing the appropriate next step, taking into consideration the complexity of the problem and the ability of the client
- Signposting and referring clients effectively
- Identifying and raising research & campaigns issues
- Keeping up to date by attending mandatory training and by essential reading
- Identifying discrimination
- Identifying possible safeguarding issues and highlighting these to the line manager
- Being aware of Health and Safety, Data Protection and Confidentiality

### Advice Work

- To work within the initial check framework
- Address simple queries and deliver information and guidance via the use of various approved sources as per our advice framework
- Work within the Advice Line platform (Connect), email systems, Live Engage and Casebook

### Business Development and Strategy

- Understand and adhere to the strategic and operational priorities within Citizens Advice Dudley & Wolverhampton Business and Development plan and associated strategies
- To ensure data is captured during delivering a service as directed by the organisation

### Quality

- Comply with the relevant areas of the Performance Quality Framework (PQF) i.e. Client experience and Quality of Advice
- Support the Head of Business and Client Support and Technical and Quality Supervisors to ensure outcomes for the local service are achieved as identified in our commissioned contracts/business plan

- Help management to identify ways to maximise efficiency, consistency and quality in the customer journey

**Research and Campaigns (R&C)**

- To respond to R&C
- To assist with R&C work as required by the organisation

**Training and Professional Development**

- Keep up to date with changes in Information, Advice and Guidance
- To successfully complete the induction and probation process
- Attend training courses as identified by your line manager
- Attend staff meetings where requested
- Actively contribute to your personal and professional development through the supervision and appraisal process
- Identify and assist in initiatives to improve services

**Other duties and responsibilities**

- To ensure premises are well maintained and notify your line manager of any serious concerns
- To comply with the Policies, procedures and guidelines of the organisation
- To abide by health and safety guidelines and share responsibility for own safety and that of colleagues and clients, and act with efficiency to resolve any issues
- Ensure that all work conforms to the organisations required quality standard
- Ensure good practice at all times as defined by the management team
- Work cooperatively with colleagues and encourage good teamwork
- Be flexible to meet the needs of the service
- Promote the aims, principles, policies, interests and wellbeing of the Service and to protect its integrity and reputation
- Anything else as may be required from time to time by the Chief Executive Officer consistent with the job role

**Signature of Post Holder:**

**Date:**