

Customer Service Officer

Location: Canary Wharf (hybrid working, at least one day per week in the office)
35 hours per week, from 9.00am to 5.00pm, Monday to Friday

Reports to: Deputy Contact Centre Manager/Contact Centre Manager

Grade: F

Job purpose

The contact centre is the front line, first contact point for customers contacting the GPhC, and contact centre professionalism and performance heavily influences the external reputation of the GPhC. Speed, quality and professionalism of service delivery is key to providing that protection to the GPhC.

Responses given by this role holder are sometimes shared more publicly or with stakeholders. Officers operate autonomously, and responses are not checked before being sent.

This role serves to provide excellent customer service to all customers who contact the GPhC by telephone or email, through the Customer Contact Centre. To provide first class support to internal colleagues within the GPhC in screening them from queries, identifying potential fitness to practice issues & collecting information on types of queries being received.

Main accountabilities

1. To handle all incoming telephone calls into the Contact Centre, ensuring that high levels of customer service are maintained at all times.
2. To follow the correct call handling procedures within the Contact Centre, to ensure that the best service can be maintained within the Department, by remaining logged into the system for the full day, remaining available to take calls wherever possible, and minimising unavailability and wrap time.
3. To ensure that all telephone calls are handled professionally, using appropriate language, empathy, listening skills and call control to ensure that all queries are answered fully and accurately in a way that the customer understands, and in a manner that the customer appreciates.
4. To answer all emails received into the GPhC Info Inbox.

5. To ensure that all emails are answered in an appropriate manner, using clear and concise wording in language that the customer understands. To ensure that all queries are fully answered, and that the customer fully understands what to do next and where to go for further information.
6. To apply a person-centred approach to complex and challenging cases, demonstrating good problem-solving skills and showing empathy.
7. To capture and record information relating to the queries received, in order for management information to be collected and analysed for the benefit of the wider GPhC.
8. To recognise where improvements can be made and suggest solutions, particularly in relation to team processes and communication.
9. To identify and flag any issues of potential risk on individual cases to Fitness to Practice for further investigation.
10. To support contact centre colleagues, by sharing information and experiences, developing checklists or aide memoire notes to help the team handle future queries more accurately and effectively.

Knowledge and skills for this job	Essential	Desirable
Significant experience of handling high volumes of calls, preferably in a Contact Centre environment, with an understanding or appreciation of Contact Centre technology, pressures and work practices.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Experience of effectively handling all types of callers, including difficult / irate / upset customers.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Experience of providing written replies to customers. The ability to draft bespoke answers in clear, concise language.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Target driven with the drive and desire to ensure that all individual and Department targets are achieved.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Active team player, demonstrating behaviours of helping colleagues, sharing information, identifying & solving process & efficiency issues, flexibility to ensure that Service Level Agreements are met and contributing to the morale of the team.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
A pro-active, "can do" approach to helping customers, and the tenacity to ensure that answers are provided to customers.	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Knowledge and skills for this job	Essential	Desirable
Apply the relevant management systems, procedures and policies relating to risk management, health and safety, information security and business continuity.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Apply and manage the diversity and equality policy and practice pertinent to the role.	<input checked="" type="checkbox"/>	<input type="checkbox"/>

The knowledge and skills required for this role may change according to the needs of the GPhC and you will be required to perform any other reasonable duties as may be assigned from time to time.