

Job Description & Person Specification

Job Title	Customer Service Advisor (6 months temporary)
Division/Location	Norse TFM / Inspiration House, Icen Court, NR6 6BB
Reporting to	Helpdesk Manager
Weekly Hours	Full-time, 40 hours per week
Grade/Salary	£21101.38 per annum

Job Description
The Role:
The Helpdesk operates 24 hours a day, 365 days a year. The Helpdesk provides 24/7 Customer Contact support to all clients, from both residential and commercial properties across all divisions within the TFM Contract.
Main Responsibilities:
<ul style="list-style-type: none"> • Answer, process and resolve all telephone calls and email enquires in an efficient, professional, clear & concise manner • Identify the eligibility of an emergency and escalate as a call out as and when required • Enter details of all calls onto our bespoke database and update records accordingly • Document all information according to standard operating procedures • Manage lone worker functions ensuring any missed calls are escalated to the on-call manager • Assist with general administrative duties as and when required • Any other duties as requested by the Helpdesk Team Leader and Helpdesk Manager • A feature of this role is the flexibility to be available to support the business 24/7 for infrequent situations, as well as bank holidays, Christmas, annual leave, sickness, weekends. This will include participation of a shared rota
Other Duties
The duties listed are not exhaustive and may be varied therefore the post holder will be expected to undertake other duties as appropriate to the role and as requested by his/her line manager, including:
<ul style="list-style-type: none"> • Carrying out duties appropriate to the grade of the post, including occasional travel to other offices as required. • Promoting continuous improvement and delivering demonstrable high-quality products and services which embrace quality standards. • Demonstrating personal commitment to the Norse Way CSR Strategy.

Person Specification			
Category	Requirement	Essential or Desirable	Assessment Method Application Form (AF) Interview (I) Test(T)
Qualifications/ Knowledge/ Training	Knowledge of Microsoft Office	Desirable	AF/I
	Understanding of operational workplace methods and practices relevant to Norse	Desirable	I

Approval/Review Date			
Approved by Operations Director:		Date :	
Approved by HR Director:		Date :	

Experience	Experience of working in a Call Centre or experience of a Customer Service environment / background	Essential	AF/I
Skills/Abilities	Excellent interpersonal and communication skills with a professional and polite manner	Essential	AF/I
	Excellent customer service skills, confident and assertive whilst maintaining confidentiality, tact and discretion	Essential	AF/I
	Organised with a methodical and pragmatic approach to work, flexible and adaptable with excellent problem-solving skills	Essential	AF/I
	Ability to work under pressure, prioritising workload with a high level of accuracy and attention to detail	Essential	AF/I
	Decisive with the ability to take proactive action and act on own initiative	Essential	AF/I
	Ability to lone-work but also support and work as part of a team	Essential	I
Other Requirements	Participate in a shared rota / shift work to be available and have a flexible approach to working hours to meet the needs of the business, ie. cover sickness & holiday, emergency unforeseen situations, bank holidays, Christmas, 24/7	Essential	AF/I

General

Job descriptions are accurate at the time of compilation but are open to change and therefore will be subject to regular review.

It is the individual's responsibility to take reasonable care for the Health, Safety and Welfare of themselves and others in accordance with the Health & Safety at Work Act (1974) and associated Company policy and procedures.

The individual is required at all times to comply with the provisions of the Data Protection Act 2018 (DPA) and the General Data Protection Regulation (GDPR) and with any policy introduced by the Company to comply with the Acts.

We are committed to employment practices and behaviours which encourage diversity, promote equality of treatment and eliminate unlawful and or unfair discrimination.

Our Values

Approval/Review Date			
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Approved by HR Director:		Date :	

You will be expected to promote and adhere to the workplace values of our organisation:

Quality – We strive to deliver outstanding quality and make business excellence the standard by which we measure ourselves.

Innovation – We embrace new ideas and have the courage to be creative so our services are delivered in the most effective and safe way possible.

Respect – We value everyone as an individual. We respect their rights, life choices and the personal contribution they make to our business success.

Trust – We want to be a trusted provider, partner and employer, recognising that to do so, our word must be our bond. If we say we will do something, we do it

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Approved by HR Director:		Date :	