

Role Profile



Role Title: Business Contact Advisor
Function: Customer Services
Department: Customer Service Delivery
Band: Band E

Organisational Structure:



Purpose of the role:

Be the first point of contact for Business Stream's customers, through all channels of communication (telephone, e-mail, written and digital). The role holder will focus on resolving customer queries, issues and problems at the first point of contact to ensure business Key Performance Indicators (KPIs), data protection checks and specified quality levels are achieved. Ensuring our customers are provided with the highest standard of customer service.

Key accountabilities/tasks:

- Handling customer contact using all forms of communication at the first point of contact, focusing on resolution, completion and enhancing the customer experience.
- Ensure own performance meets KPIs and targets for the team (e.g. increasing customer satisfaction, reducing unwanted demand and increasing first contact resolution).
- Focus on quality of conversation, correspondence and input / changes to Business Stream systems in line with Standard Operating Procedures, Data Protection and Quality Assessment standards.
- Liaise with other departments to obtain information and provide customer information as requested.
- Ensure resolution of customer issues by taking ownership of unresolved queries to completion where possible within the set customer promise and our Guaranteed Service Standards.
- Communicate with Business Streams customers effectively by any of the following means:
 - In / out bound telephone call
 - Written correspondence
 - Email

- Provide customers with an excellent customer service by giving the customer accurate and consistent information, and where possible resolving their query at first of point of contact as per the appropriate Standard Operating Procedures.
- Where applicable identify where the customer requires additional information / service from another department of the business.
- Set the customers expectation and log the customer's enquiry accurately to ensure the correct next steps are taken for the customer.
- To be an ambassador of Business Streams Making a Positive Difference vision, values & behaviours at all times;
- Be responsible for ensuring that the information and records processed (received, created, used, stored, destroyed) on behalf of the company are managed in compliance with ALL applicable legislation, codes and policies e.g. GDPR Data Protection, Information Security and Records Management;
- To undertake any other duties as may reasonably be required.
- Positively demonstrate a full understanding of Business Stream's Health and Safety obligations and effectively manage the team ensuring all employees comply with all relevant policies and legislation

Person Specification:

Essential

- Qualifications:-
 - Qualified to Standard Grade / GCSE or equivalent level
- Knowledge and experience:-
 - Experience of working closely with customers and delivering excellent customer service
 - Working within a team
 - An understanding of how to enhance and manage a customer's experience
 - Proven record of effectively prioritising and organising own workload to deliver against appropriate deadlines and/or KPIs
 - Proven ability to build positive and productive relationships with customers, colleagues and other stakeholders.
 - Ability to use own initiative and think beyond the obvious approach when required to drive queries through to resolution.
- Skills and abilities:-
 - General conversational ability and call control
 - Ability to communicate clearly and confidently
 - Ability to follow an enquiry through from the initial call to any follow-up correspondence
 - Good analytical, problem solving skills with attention to detail
 - Works with a high degree of accuracy and strong attention to detail
 - Strong written and verbal skills
 - Ability to remain calm under pressure

Desirable

- Qualifications:-
 - Customer service qualification
- Knowledge and experience:-
 - Previous experience of delivering customer service in a utility environment
 - Previous experience of working with a workflow management system

Competency Framework

| Competency Framework | Specific Behaviours |
|--|---|
| Customer Focus | Delivering excellent service by responding appropriately to customers (internal and external) needs and expectations. |
| Making things Happen | Planning and managing workloads, prioritising activities and ensuring the resources are in place to achieve a successful outcome. |
| Improving service | Striving for operational excellence, continually looking for ways to improve your own performance and that of Business Stream. |
| Accuracy, analysis and decision making | Gathering and analysing information to ensure that decisions are based on accurate data and thorough analysis, and are robust, transparent and ethical in their approach. |
| Collaboration | Building and maintaining strong and mutually respectful working relationships to help the business to make a positive difference. |
| Communicating with Impact | Communicating clearly and openly, showing excellent listening skills and adapting the style and content dependent on the audience. |
| Developing Self & Others | Is committed to developing own skills, knowledge and competencies and supporting others in doing the same. |

Our Values

Our values define how we do things at Business Stream and help shape our company ethos and culture.

Our behaviours underpin our brand values and as employees we strive to demonstrate our values as we go about our day to day work.

Understanding and displaying our values in our actions will ensure we always put our customers at the heart of what we do.

We are...

Dependable – we keep our promises and respond to customers' needs promptly

Knowledgeable - we're the water industry experts

Supportive - we're helpful and focus on delivering solutions

Purposeful - we're committed to making a positive difference

Progressive - we're forward-thinking and innovative