

Job Title: Customer Support Adviser

Job Level	Level 2a	Job reference No.	ID:4942
		Role review	September 2021
Directorate	Internal Shared Services	Service/Function	SSC
Reports to	Support Desk Supervisor	Contract	Fixed Term Contract

Scale and scope of role

Direct reports	0	Indirect reports	0
Budgetary responsibility / accountability	0	Accountability for other resources	0
Reach and impact	This post is to provide first line telephone and email support to end users of the Society's applications as well as to external customers		

Context

We help anyone, anywhere in the UK and around the world, get the support they need if crisis strikes: connecting human kindness with human crisis.

We enable vulnerable people in the UK and abroad to prepare for and withstand emergencies in their own communities. And when the crisis is over, we help them to recover and move on with their lives.

We are part of the global Red Cross and Red Crescent humanitarian network.

Our principles and values

Our values (compassionate, courageous, inclusive and dynamic) underpin everything we do. As a member of the Red Cross and Red Crescent Movement, the British Red Cross is committed to, and bound by, its **fundamental principles**: humanity, impartiality, neutrality, independence, voluntary service, unity and universality.

Purpose of the role

Reporting to the Support Desk Supervisor, the purpose of this post is to provide first line telephone and e mail support to end users of the Society's applications as well as to external customers. Customer Support Advisors will utilise the service management software package, Support Works, for recording and tracking all interactions with the Centre.

Successful candidates must develop an understanding of the tasks performed by the main groups within the Service Centre and have the ability to learn how to resolve an increasing list of simple tasks as defined by the business.

Main responsibilities

First Line Customer Support

- > Provide first line Customer Support for the full range of services provided by the SSC; Accounts Payable, Accounts Receivable, Credit Control, General Ledger, Human Resource Data Processing, Payroll, Purchasing, Property admin, Systems Accounting and Training
- > Provide first line system support for customers using systems within the British Red Cross Society, including Agresso, SAVi and Assyst
- > Build effective relationships with key teams within SSC

- > Answer incoming telephone and email enquiries in a polite and courteous manner which reflects well on the organisation
- > Resolve all incoming queries within a 10-minute timeframe thus reducing resolution time and improving the quality of the customer's interaction with the Customer Service Centre.
- > Follow defined scripts and log all telephone and email enquiries in Support Works, the support desk call logging system
- > Use effective questioning techniques to establish nature and complexity of enquiry and quickly decide if this can be resolved by Customer Support Desk (first line customer support) or if the enquiry needs to be passed to the appropriate department for resolution
- > Using initiative, take ownership of and investigate the enquiry (by reference to SSC Procedures, guidance from SSC colleagues and other available information sources)
- > Resolve the enquiry and provide a correct and appropriate response to the customer
- > Ensure, by interaction with customer, that they are satisfied with response and overall handling of enquiry

Resolution of Queries

- > Allocate all calls not resolved within the 10-minute window to the appropriate Service Centre staff
- > Escalate issues to the Support Desk Supervisor as required
- > Through analysis, identify other regular tasks performed within the centre that may be suitable for resolution through the service desk

Other

- > To uphold the Fundamental Principles of the Red Cross and Red Crescent Movement and to work within and promote the Society's Equal Opportunities policy and to demonstrate the competencies and behaviours set out in the Society's Management Development Framework.
- > To undertake any other relevant duties within the overall scope of this post as may be required by the Line Manager. This includes responding to business needs for additional work taken on by the Shared Service Centre

Criminal Records Check

Type of criminal record checks required for this role

England and Wales - Disclosure and Baring Service Check (DBS)
> None
Scotland
> None
Northern Ireland
> None

Drivers Checks

> Required: No

Diversity

At the British Red Cross, we are looking for the right people to help us provide support to millions of people affected by crisis in the UK. We want our team to reflect the diversity of the communities we serve, offering equal opportunities to everyone, regardless of; age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

Diversity is something we celebrate and we want you to be able to bring your authentic-self to the Red Cross. We want you to feel that you are in an inclusive environment, and a great position to help us spread the power of kindness.

Person Specification

		Requirement	Evidenced obtained through Shortlisting (S) Interview (I) or Assessment (A)
Knowledge and Skills	Essential ✓✓	<ul style="list-style-type: none"> > Educated to higher standard or equivalent in English and Mathematics > Able to effectively use a support desk system > Customer Care Skills > Strong communication skills, both written and oral > Customer focused and business driven > Excellent problem-solving skills and use of initiative > Able to maintain a professional and courteous manner under pressure and while working to deadlines > Able to manage expectations > Able to prioritise tasks > Able to quickly grasp new IT Technology 	S/I
	Desirable	<ul style="list-style-type: none"> > Familiar with financial processing > Good knowledge of computer based accounting systems preferably Agresso > IT Literate and competent in use of Microsoft office tools > Able to learn functions performed in the Service Centre and consequently dispatch enquiries to the correct team > Accurate Keyboard skills > HR Database knowledge 	
Experience	Essential ✓✓	<ul style="list-style-type: none"> > Knowledge of standard business processes and how they are applied within a large organisation > Must have an excellent telephone manner 	S/I
	Desirable	<ul style="list-style-type: none"> > Proven experience of working within a support desk environment 	
Behaviours	<p>Pro-actively works across boundaries and hierarchies</p> <ul style="list-style-type: none"> > Pro-actively works across boundaries to raise or solve issues > Involves others by encouraging participation in order to develop agreed solutions > Is able to see things from others' perspectives and to make compromises to create solutions which work for everyone <p>Tailors their approach</p> <ul style="list-style-type: none"> > Adapts their method of communication and message to suit a specific audience > Uses their understanding of others to tailor and choose the approach that will have the greatest impact <p>Supports the team</p> <ul style="list-style-type: none"> > Treats members of the team fairly and is open and honest > Provides team members with the information they need to do their job > Demonstrates enthusiasm and commitment, taking ownership and involving others in order to contribute to the British Red Cross achieving its purpose > Understands and lives the Red Cross fundamental principles and British Red Cross values 		

	<p>Always asks ‘what does this mean for people in crisis?’</p> <ul style="list-style-type: none"> > Puts people in crisis at the heart of what they do > Thinks from a people in crisis perspective <p>Is commercially minded</p> <ul style="list-style-type: none"> > Has good general ‘commercial awareness’ > Uses resources effectively > Keeps value for money in mind at all times <p>Gathers information</p> <ul style="list-style-type: none"> > Demonstrates an ability to gather and use information efficiently by checking what is required to understand the situation > Asks relevant questions of the people who are in the position to respond, such as people who are directly involved <p>Is positive about change</p> <ul style="list-style-type: none"> > Demonstrates an ability to respond positively to constructive change by being open to new ways of working and demonstrating flexibility > Explores own responses to uncertainty around change and new ways of working > Seeks support to positively manage personal responses to change as necessary <p>Develops own capability</p> <ul style="list-style-type: none"> > Demonstrates a willingness and an ability to develop own capability and knowledge by seeking and acting on feedback and updating knowledge and skills to improve performance <p>Sees multiple connections</p> <ul style="list-style-type: none"> > Defines the desired outcome by breaking the situation down into component parts > Identifies trends and questions inconsistencies in information/data > Anticipates obstacles, thinks ahead about next steps and contingencies > Uses a range of methods to identify solutions and make decisions, involving others where appropriate <p>Is self-aware</p> <ul style="list-style-type: none"> > Recognises, manages and is responsible for their own emotional and behavioural reactions to situations > Is aware and willing to discuss their own strengths and development areas, as appropriate > Reflects on their behaviour and uses mistakes as opportunities for learning > Role models good behaviour to achieve the organisations vision 		
Additional requirements	<p>Essential</p> <p>✓✓</p>	<ul style="list-style-type: none"> > May be required to work unsociable/extra hours in order to deliver service level required. 	

We guarantee an interview to disabled candidates (as defined in the 2010 Equality Act) who meet the minimum shortlisting criteria in the advertised person specification and apply under the disability confident scheme.