

# ROLE PROFILE

## Customer Services Adviser Level 1

Career Framework: Operational /Delivery  
Grade B

### Role Purpose:

- To provide a primary point of contact for the SRA for external customers via the telephone and in written correspondence, directly resolving matters on first contact where appropriate. The role holder will have the capability to learn and become fully trained on all lines within the Contact Centre and have the ability to deal with a full range of complex queries that can be received.

### Outcomes:

- Answers and resolves a high volume of calls, emails and correspondence with varied complexity from a range of customers, including the public and legal professionals. Ensures that queries are correctly answered on first contact where possible.
- Undertakes an initial on the spot risk assessment and makes quick decisions in a pressured environment to resolve a call in the most appropriate way.
- Works to set quality standards, targets and service levels within a real time environment to deliver and enhance personal and departmental performance.
- Maintains accurate records by logging and tracking all calls in a call management tool and ensures that all relevant systems are up to date.
- Ensures that own knowledge is kept up to date and retained to enable correct information to be provided to stakeholders, and adapts quickly and confidently to changes to processes and information / technical rules.
- Uses skills and experience to handle calls with vulnerable stakeholders with empathy and resilience.
- Resolves technical IT queries that stakeholders may have in relation to SRA online systems.
- Works collaboratively with colleagues in other teams/ departments to resolve customer queries and identifies ways to ensure continuous improvement in processes.

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### Knowledge, Skills & Experience:

#### Essential

- Educated to at least GCSE level (or equivalent) to include English
- Enthusiastic about customer service and helping customers
- Personal resilience/able to work in challenging situations
- Professional verbal and written skills
- Ability to multitask and navigate through multiple IT systems, maintaining accurate information
- Ability to follow instructions and process guidance
- Ability to handle vulnerable and challenging stakeholders with empathy and resilience, escalating queries only when necessary
- Good listening skills
- Manages own workload in a pressured and fast paced environment whilst supporting colleagues
- Ability to achieve quality and productivity targets
- Ability to assimilate a large volume of complex information and to communicate the information to customers without the use of scripts

#### Desirable

- Experience of dealing with customer queries over the phone and by email
- Experience of working in an IT environment with the ability to answer IT related questions
- Experience of using Microsoft office applications
- Experience of mentoring and supporting new team members