Job description

Job title: Contact Centre Adviser
Level: Level 5
Directorate: Registration and Revalidation
Section: Enquiries – Contact Centre
Location: Manchester
Reporting to: Contact Centre Team Manager

Job purpose

The Contact Centre Adviser is the first point of contact for customers of the Registration and Revalidation Directorate but Advisers handle enquiries by telephone, e-mail or written correspondence across the entire remit of the GMC in order to provide exceptional customer service to the public and the profession.

Main responsibilities

1. To answer telephone, e-mail and written enquiries from a wide range of customers including doctors, employers and members of the public on GMC policy and procedures, providing accurate information and guidance responding to the customers need.

2. To accurately update the GMC's computer systems during and after customer contact and to correctly interpret the information stored in these systems to ensure the delivery of an excellent service at all times.

3. To meet and exceed departmental and individual service level agreements across a range of areas to ensure a high level of customer service is provided to enquirers.

4. To fully comply with the General Data Protection Regulation and GMC's policies and procedures to ensure confidentiality and GMC standards are maintained at all times.

5. To participate in staff training and to take responsibility for your own development by keeping up to date with all new procedural developments to ensure a high quality service is provided.
6 To participate fully in the continuous improvement process by suggesting improvements to team managers to ensure the department is constantly developed towards excellence.

7 To provide assistance to colleagues dealing with administrative tasks to ensure that the contact centre’s workload is handled in an efficient and timely manner.

8 To provide cover and support for other team members as and when required.

9 Any other reasonable duties as may be assigned from time to time.

June 2019
Key skills

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Key skill 1 - technical knowledge and skills

a Effective use of contact centre software. IT programmes such as MSWord, MS Excel and Outlook are widely used, as is the GMC’s bespoke customer relationship management database.

b Strong background working in a customer service environment providing expert advice and guidance to callers over the telephone and via email and letter.

c The ability to complete all work types and to move between call, correspondence and off line work quickly and frequently.

d The ability to work within established policies and procedures and to be able to keep up to date with the changing regulatory environment.

e To have an understanding of the General Data Protection Regulation and the importance of maintaining confidentiality at all times.

f The ability to develop extensive knowledge of GMC structure and policies, legislation, operational procedures and GMC relationships with other health care professional bodies.

Key skill 2 - communications skills

g The post holder must be able to write in clear and concise plain English to produce letters and emails which are factually accurate and well presented.
h The post holder must be able to produce written correspondence in accordance within in-house style guides.

i The duties include liaison with a wide range of people including doctors, colleagues, employers and therefore the post holder must have excellent written and verbal communication skills and listening skills.

j The post holder must be able to manage complex internal and external telephone, e-mail and written enquiries in a structured and controlled manner, ensuring the highest standard of service is delivered.

**Key skill 3 - interpersonal skills**

k The ability to establish credibility with customers and colleagues by quickly identifying the nature of an enquiry and taking appropriate steps to deal with it.

l The post holder will be required to deal with customers in a polite and friendly and calm manner and will be able to diffuse difficult situations by handling people in distress with appropriate empathy and sensitivity.

m The post holder will be able to demonstrate excellent customer service skills and ability to respond positively and creatively to the needs of others whilst working to service standards.

n The ability to work constructively as a member of a team and also on your own initiative.

o To demonstrate excellent customer service in all interactions with internal and external stakeholders.

**Key skill 4 - organisation skills**

p The postholder must be able to deal with unpredictable volumes of work and prioritise their workload whilst maintaining a high degree of accuracy and attention to detail.

q The ability to work within established service level agreements and to achieve individual targets across a range of indicators.

*June 2019*
Terms and conditions

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The following terms and conditions apply to this post.

Salary band  £22,414 to £28,161 with an exceptional maximum of £32,462. This is the salary band for the role and the successful candidate will move through this band whilst in the role. We look to appoint successful candidates towards the bottom of the salary band.

Annual leave  25 days a year, increasing by one day for each year of service up to a maximum of 30 days. You are required to use up to two of these days should the GMC decide to close its offices over Christmas.

Pension  Our workplace pension is the GMC Group Personal Pension Plan, which is operated by Aviva. This is defined contribution scheme where members receive a 15% employer contribution. There is no requirement for you to make an employee contribution, however you may wish to consider which rate you would like to make, which will be deducted from your monthly salary under our salary exchange arrangement. You can choose to join the pension scheme as soon as you start work at the GMC. But if you don’t opt in straight away, you will be automatically enrolled if you are eligible and most people working at the GMC will be eligible. If you are automatically enrolled, but you don’t want to stay in our pension scheme, you do have the right to opt out.
**Other benefits**
Private medical insurance with AXA PPP. Health checks with BMI Health Services. Employee assistance programme with AXA ICAS. Cycle to work scheme. Childcare voucher scheme.

**Hours of work**
The Contact Centre operates a five day rotating shift pattern of 35 hours a week over five shifts Monday to Saturday. The shift start times at 08:00, 08:30, 09:00, 09:30 and 10:00. The contact centre is also open on Saturday’s 09:00-17:00 and occasional Saturday shifts are required.

**Location**
3 Hardman Street, Manchester. Some travel to other locations will be required.