

ROLE PROFILE – Contact Centre Office Contact Centre

Career Framework: Operational /Delivery
Level 1 Higher (Grade B)

Role Purpose:

To provide excellent front line customer service via the telephone and in written correspondence, in line with our regulatory responsibilities.

Outcomes:

- Answer calls, emails and correspondence from a range of customers including the public and legal professionals.
- Work to set quality standards and targets
- Give correct and relevant information on processes and technical rules to ensure queries are answered on first contact
- Be aware of service levels and how to work in a real time environment
- Keeps up to date and adapts quickly to new processes and information updates
- Work with colleagues in other teams to resolve customer queries
- Willing to help colleagues to get work done

Knowledge, Skills & Experience:

Essential

- Educated to at least GCSE level (or equivalent) to include English & Maths
- Excellent communication skills. This is both written and verbal
- A background of working in customer service. Experience with high volumes of customer contact is preferred
- An ability to learn how the SRA works and how the Contact Centre supports this

This role profile is aligned to the internal SRA career framework.

The career framework profile outlines the generic requirements which are common to all roles within this strand/level. The role profile outlines supplementary role specific requirements.

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- Able to work in a changing environment. This includes having a flexible approach
- An ability to make decisions and complete own work, getting help when needed

Desirable

- An ability to learn and explain information to answer complex queries
- Experience of mentoring and supporting new team members
- Is able to handle challenging customers. Queries to be escalated when appropriate
- Can manage own workload whilst supporting others