

# Job Description: Operator - Intelligent Service Centre



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|--|---|
| Function:                                      | Government UK & Ireland, Property Professional Services |
| Job:   | Intelligent Service Centre – Operator                   |
| Position:                                      | Operator  |
| Job holder:                                    | N/A   |
| Date (in job since):                           |   |
| Immediate manager<br>(N+1 Job title and name): | Team Leader, Intelligent Service Centre                 |
| Additional reporting line to:                  | Customer Experience Lead                                |
| Position location:                             | Swindon   |

## 1. Purpose of the Job – State concisely the aim of the job.

- This exciting role involves working in partnership with a high-profile blue light service organisation to be part of the customer experience property help desk
- The Helpdesk Operator will interact with our customers and suppliers ensuring a prompt, professional and efficient service, in terms of initial telephone or e-mail response, accurate recording of requests for service and escalating problems before they become issues.

## 2. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department.

|                  |      |                    |     |                 |     |                             |     |                  |     |
|------------------|------|--------------------|-----|-----------------|-----|-----------------------------|-----|------------------|-----|
| Revenue<br>FY13: | €tbc | EBIT growth:       | tbc | Growth<br>type: | n/a | Outsourcing<br>rate:        | n/a | Region Workforce | tbc |
|                  |      | EBIT margin:       | tbc |                 |     | Outsourcing<br>growth rate: | n/a | HR in Region     | tbc |
|                  |      | Net income growth: | tbc |                 |     |                             |     |                  |     |
|                  |      | Cash conversion:   | tbc |                 |     |                             |     |                  |     |

- Characteristics
- A property portfolio of c.200 sites across the Greater London area with overall property services annual revenue budget of c.£190 million and annual capital budget of c.£100 million.

## 3. Organisation chart – Indicate schematically the position of the job within the organisation. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated.



**4. Context and main issues** – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to.

- To be able to adapt to a busy call centre environment and always maintaining a professional approach.
- Attention to detail when obtaining and inputting information into the CAFM (Computer Aided Facilities Management) System.
- To have a calm and professional telephone manner, be able to listen and respond to reassure the caller.
- Work within a team effectively utilising respect and collaboration with colleagues.
- Be able to adapt within a fast-moving environment of call handling and problem solving to provide excellent customer service.
- Be willing to support other members of the contract team to minimise the impact on service levels and contractual obligations.
- Fully comply with the Information Security requirements of the contract.
- Work in such a way that upholds and promotes the client values of professionalism, integrity, courage, and compassion.

**5. Main assignments** – Indicate the main activities / duties to be conducted in the job.

- To accurately record details of the caller, problem and severity and ensure that Team Leaders are aware of situations which could develop into issues.
- To work within and to, processes and procedures.
- To respond quickly and efficiently to incoming telephone, email, and messages in line with client service levels.
- To have a clear and professional telephone manner
- To achieve a high degree of customer and supplier satisfaction, applying logic and common sense to requests for assistance, ensuring that identified service requests are escalated in accordance with criteria and procedures.
- To attend training and coaching sessions and incorporate any changes necessary in your duties, methods, and procedures
- Identify any potential areas of improvement and highlight to your Team Leader
- Carry out other administrative duties as and when required
- To be flexible and adaptable to change
- Be an active participant in your community of practice - sharing best practice and learning from wider PPS (Professional Property Services) colleagues.

**6. Accountabilities** – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities.

- To achieve key performance indicators (KPI's) in respect to customer service, client knowledge, system knowledge and attendance as documented through the operator balanced scorecard.
- Provide an excellent level of customer service
- Highlight any training needs and development as necessary to assist you in your duties and personal development.

**7. Person Specification** – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

- Excellent telephone manner
- Previous experience of providing helpdesk or call centre service, developing productive working relationships with key customers and suppliers.
- Basic Understanding of computer hardware and applications e.g., Excel, Word, Outlook etc
- Good communications and literacy skills.
- Ability to work independently and as part of a team.

- Accuracy and attention to detail is essential
- Previous experience of customer facing roles
- Applicants need to be eligible to pass security vetting carried out by the Client

#### 8. Competencies –

- Client & Customer Satisfaction / Quality of Services provided
- Brand Notoriety
- Learning & Development

#### 9. Management Approval – To be completed by document owner

|                |             |      |  |
|----------------|-------------|------|--|
| Version        |             | Date |  |
| Document Owner | Tracy Vella |      |  |

#### 10. Employee Approval – To be completed by employee

|               |  |      |  |
|---------------|--|------|--|
| Employee Name |  | Date |  |
|---------------|--|------|--|