Police Helpline Agent

We are currently recruiting for Police Helpline Agents to work in our Contact Centre, reporting to the Contact Centre Team Leaders. The Contact Centre operates from 07:00 – 02:00 Sunday to Thursday and 07:00 – 03:00 Friday and Saturday. These are a 35 hour per week vacancy and the hours of operation are covered on a shift rota. Applicants will therefore need to be flexible with regards to their working hours.

The key purpose of the role is to provide an efficient and appropriate response to customers and other business partners, dealing with enquiries in a helpful, proactive and professional manner.

Main responsibilities will include managing customer contact (including calls, email and letters) in a polite, professional and appropriate manner ensuring that:
An accurate response is given in compliance with the operating procedures
The response provided is within the agreed target timescales
The escalation procedure is complied with
Outgoing calls are made in line with procedures.
High levels of customer service are provided in line with service level agreements
All data protection requirements are complied with
Information security is accurately captured in line with procedures

Successful applicants will be required to log information accurately on to a central database. Previous experience in a Contact Centre role is **not** essential, as training will be provided, but some previous telephone or customer service experience is needed.

The successful candidate should have the following:

- Minimum QCF level 2, this equates to: 5 GCSEs Grades A*- C to include Math's and English, NVQ Level 2, CII Level 2 Award/FIT, ILM2 Certificate in Innovation in the Workplace/Certificate in Effective Team Member Skills (or be prepared to attain a qualification at this level)
- Telephone and/or customer service experience
- Excellent attention to detail with high levels of accuracy
- Basic working knowledge of MS Office
- Effective communication skills with excellent telephone manner
- Excellent listening and questioning skills, with the ability to extract detailed and relevant information
- Able to use own initiative and to work within defined procedures

Please send your CV and covering letter to Laura Wiegleb, HR Officer at lwiegleb@mib.org.uk.