



<b>Directorate:</b>	Contact Centre
<b>Capability Area(s)</b>	Online Customer Contact/Telephony
<b>Job Title:</b>	Contact Centre Advisor
<b>Grade:</b>	AO

### Profession: Operational Delivery

Operational Delivery Profession (ODP) is the largest and most diverse professional community across the Civil Service. ODP applies to all public facing roles / or a role that is primarily aligned to supporting the work of those with public facing roles.

### Job Purpose

To answer telephone enquiries in a demanding and fast paced environment. To provide advice and guidance to customers, taking payments and accurately updating databases.

### Functional Accountabilities

1	To deal with enquiries from the public, investigate and resolve issues, complaints and cases, to aid accuracy and enforcement in line with Agency policy and legislation.
2	Adhere to Health & Safety Policies, Data Protection, and Security Policies.
3	Provide and seek advice/information from relevant customers and/or stakeholders in a professional and timely manner.
4	Ensure that all information is captured in an accurate and timely manner on relevant systems.
5	Process payments from customers, ensuring cases are updated correctly.
6	Meet personal objectives/targets and in doing so support the organisation in the achievement of DVLA objectives.
7	Navigate and record information on multiple systems whilst engaging with customers.
8	To answer customer e-mail enquiries in Drivers, Vehicles or Drivers medical areas.
9	To manage and be responsible for own attendance at work and to follow Agency attendance management policies.
10	To be able to work well with colleagues, listen to the views of others and try to see issues from others perspectives.
11	To take time to continue to develop, take on board feedback and identify any gaps in knowledge, skills and behaviour in order to improve.
12	To maintain consistency and remain engaged in a repetitive and pressurised environment.

### People Manager Accountabilities (Y/N)

N

### Qualifications & Professional Memberships

Desirable	
Essential	

CS Behaviours & Contact Centre Resilience Framework	Behaviour Level (1-5)
Delivering At Pace	1
Developing Self & Others	1
Managing a Quality Service	1
Communicating & Influencing	1
Working Together	1



Changing & Improving	1
Self Control	1
Optimism	1
Handling Pressure	1