

Job Details			
Job Title:	Helpdesk Customer Advisor		
Function:	Route Services		
Job Reports To:	Various		
Location:	Various		
Job Number:			
Family:	Support	Level:	5 Band: 6
<small>(Full details on Family, Level and Band can be obtained from Human Resources)</small>			
Job Purpose			
Deliver a right first time customer service to a range of internal and external Network Rail Shared Services customers in accordance with statutory, regulatory, contractual, customs & excise and group policy and regulations.			
Safety Details			
1. This job MANAGES EMPLOYEES <i>(review and undertake the management accountabilities identified in the Managers' Handbook)</i>	YES	<input type="checkbox"/>	NO <input checked="" type="checkbox"/>
2. This is a KEY SAFETY POST <i>(Section 4.1.2 of the Health & Safety Management System)</i>	YES	<input type="checkbox"/>	NO <input checked="" type="checkbox"/>
3. This job requires SECURITY CLEARANCE <i>(e.g. Running of Special Trains)</i>	YES	<input type="checkbox"/>	NO <input checked="" type="checkbox"/>
4. This is a SAFETY CRITICAL WORK POST <i>(Section 4.1.3 of the Health & Safety Management System)</i>	YES	<input type="checkbox"/>	NO <input checked="" type="checkbox"/>
5. The job holder is required to hold a relevant TRACK SAFETY competence <small>(refer to the Job Description guidelines for detailed information on TRACK SAFETY competences)</small>	YES	<input type="checkbox"/>	NO <input checked="" type="checkbox"/>
Key Accountabilities			
<ol style="list-style-type: none"> 1. Responsible for operating high volume query management system answering queries in relation to payroll, recruitment, payables and personal protective equipment. 2. Keep customers informed of the progress of queries / expected delivery updates, engaging with internal shared service teams and working to service level agreements. 3. Ability to thrive in a busy, customer orientated environment, enjoying the challenges and rewards involved in dealing with hundreds of different customers delivering a right first time levels of service. 4. As the voice of NR shared services you'll always provide an engaging, positive, vibrant and extraordinary customer experience representing the shared service brand. 5. Develop / continually improve relations with key stakeholders, play your part in embedding a customer centric culture where all team members consider the impact on customers and their future requirements. 6. Support the Network Rail better day every day initiative by highlighting areas of potential improvement at the daily / weekly focus groups. 7. Play your part in adopting an inclusive culture where individuals can be themselves and are free to challenge existing process without discouragement. Work with others to support a culture of operational responsibility where individuals take personal ownership for delivery. 			
Job Skills, Experience and Qualifications			
<u>Essential</u>			
<ul style="list-style-type: none"> • Exceptional listening skills • Professional telephone manner • Able to demonstrable excellent customer service skills • Experience of managing difficult conversations to a positive outcome 			

- Able to demonstrate the ability to influence stakeholders positively
- Excellent communication skills

Desirable

- Occupational knowledge of shared services
- Educated to degree level or equivalent
- ORACLE eBusiness Suite experience

Job Description Briefing

Date Job Description issued to, discussed with and understood by Post Holder -----

Name of Post Holder: ----- Signature: -----
 (I confirm I have been briefed on the requirements of this Job Description and other related documents)

Name of immediate superior: ----- Signature: -----
 (I confirm I have briefed the Post Holder on the requirements of this Job Description and other related documents)

Nominated Deputies

If this is a KEY SAFETY POST (2 in Safety Details above is YES) at least one nominated deputy must be identified. The Job Holder must confirm that the Nominated Deputy(ies) receives a copy of, and is briefed on this Job Description.

Name of Nominated Deputy: ----- Signature: ----- Date: -----

(As the Nominated Deputy for this post, I confirm I have been briefed on the requirements of this Job)

If there are more nominated deputies, they should sign further copies of this Job Description.

Amended by: Jason McGovern

Dated: August 2022

Version: 1.1