### JOB DESCRIPTION

| Job Details  |   |               |   |         |   |  |
|--|---|---------------|---|---------|---|--|
| Job Title:   | Helpdesk Customer Advisor                                 |               |   |         |   |  |
| Function:  | Route Services  |               |   |         |   |  |
| Job Reports To:  | Helpdesk Team Manager                                     |               |   |         |   |  |
| Location:  |   |               |   |         |   |  |
| Job Number:  |   |               |   |         |   |  |
| Family:  | Support   | Level:        | 5 | Band:   | 6 |  |
| (Full details on Family, Level and Band can be obtained from Human Resources)  |   |               |   |         |   |  |
| 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   |   |               |   |         |   |  |
| This job MANAGES EMPLO<br>identified in the Managers' Har  | OYEES (review and undertake the management accountadbook) | abilities YES |   | NO      |   |  |
| 2. This is a KEY SAFETY POS  | ST (Section 4.1.2 of the Health & Safety Management Sys   | stem) YES     |   | NO 🗸    |   |  |
| 3. This job requires SECURIT   | Y CLEARANCE (e.g. Running of Special Trains)              | YES           |   | NO 🗸    | ′ |  |
| 4. This is a SAFETY CRITICA<br>Management System)  | L WORK POST (Section 4.1.3 of the Health & Safety         | YES           |   | NO V    |   |  |
| 5. The job holder is required to   | hold a relevant TRACK SAFETY competence                   | YES           |   | NO 🗸    |   |  |
| (refer to the Job Description gu   | idelines for detailed information on TRACK SAFETY comp    | petences)     |   | <u></u> |   |  |

### **Key Accountabilities**

- 1. Responsible for operating high volume query management system answering queries in relation to payroll, recruitment, payables and personal protective equipment.
- 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

#### Essential

- 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: Signature: (I confirm I have been briefed on the requirements of this Job Description and other related documents)   |        |                |            |  |  |  |
| Name of immediate superior:  |        |                |            |  |  |  |
| 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:  | Siç    | nature:        | 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: | September 2017 | Version: 1 |  |  |  |