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|  | **A picture containing text, clipart  Description automatically generated** |
| **Job Title** | Customer Service |
| **Location** | 2 Greenmarket, Dundee, DD1 4BX |
| **Division** | N/A |
| **Contract** | Temporary to Permanent opportunities |
| **Pay Rate** | £13.42 - £31.27 Per hour, depending on shift days and times. |
| **Shift Pattern** | Full Time, 37.5 hours, between 06.00am-23.00pm.  You will be required to work any 5/7days (7.5-hour shifts per day) and available 365 days per year.  Option 1: 4 Week working rota of 2x weeks of earlies with shifts falling between 06:00 to 17:00 and 2x weeks of late shifts falling between 12:00 to 23:00. Rest days will very over the weeks, but some rest days will be fixed and fall on a weekend.  Option2: 4 Week working rota of late shifts with hours falling between 12:00 to 23:00. Rest days will very over the weeks, but some rest days will be fixed and fall on a weekend. |
| **Training** | You will have 4 weeks training on a Full-Time basis before moving to your preferred shift rota.  X2 weeks of Full-Time hours on 9:00 to 17:45, Monday to Friday  &  X2 weeks of Full-Time hours on 11:00 to 19:45, Monday to Friday.  100% attendance required for training. |
| **Selection Process** | Screen Call, Microsoft Teams Interview, Client Interview, Pre-employment checks. |
| **Role Information** | You’ll be providing critical services as the first contact for anyone calling 999, this will include calls for the Police, Ambulance, Fire Rescue, Coast Guard, Mountain Rescue, to ensure people get the help they need, and it can save lives.  BT have been trusted to handle 999 calls for over 85 years. That experience means we’re capable of remaining calm, confident and provide a reliable service in the most high-pressure situations.  All Contact Centre Advisors are UK based to provide a reliable service, 365 days per year, no matter what. They’re all powered by BT’s trusted technology too to ensure accuracy, speed and response in supporting people at their most critical time of need. |
| **Job Description** | The safety critical role as Customer Service Advisor is to quickly gain an understanding of the nature of the call and direct them to the most appropriate emergency services or advise the caller of alternative solutions they need to consider. This is not your everyday call handler role, as you will be supporting individuals in their most critical time of need, as you balance challenging and emotional situations.  Your average call will last between 30 -60 seconds and you will follow structured process while communicating to the caller in a clear and calm manner. If you are the type of person who has a genuine desire to help people and make a difference, then this role is ultimately very rewarding.  **999 Key Responsibilities:**   * Adhere to 999 procedures at all times, while actively listening for changes as a call progresses and responding as needed. Ensuring a caller’s request is dealt with effectively and efficiently and the call is quickly connected to the appropriate emergency authority if required. * Focus on your screen throughout calls, being able to react quickly as required and follow any instructions. * Remain calm and free from distractions when handling distressing calls which could result in you saving someone’s life.   **Other Key Responsibilities, if upskilled:**   * To find contact details of businesses and people across the UK for DQ callers. Providing accurate information while working within the guidelines for each DQ provider’s remit. * Offer call connect during every relevant contact with Directory Enquiry callers. * Ensure all price and regulatory obligations are complied with, where appropriate, on each call including correct charges where necessary.   of all relevant information, including correct charges where necessary.   * Relaying conversations verbatim using quick and accurate typing skills (50+ words per minute) specifically in relation to the conversion of speech into text. 98% accuracy to be achieved. * Using call control politely, in order to maximise your ability to relay the conversation accurately, resulting in a fluid and natural experience for our Relay UK users. * Assisting callers who are not familiar with Relay UK, guiding them through our process to result in an easy and comfortable experience for all. * Avoid becoming involved in our Relay users’ conversation unless you are asked to assist with something. Adhering to 100% confidentiality with Relay UK call content at all times. |
| **Benefits** | As part of the BT Voice Services community, you will also have the opportunity to be multi-skilled into several areas, as BT are not just there for emergencies. BT apply their knowledge, skills and technology to a whole range of high volume, inbound call handling scenarios - from Rapid Response, Relay UK services and Directory Enquires.    Rewards & Benefits:   * Attractive pay rates, ranging from £13.42 - £31.27 Per hour, depending on shift days and times. * Overtime opportunities * Career progression * Performance information * Full paid training * Instant access to Blue Arrow training portal * Auto enrolment in pension scheme * 28 days paid holiday |
| **Location** | Whilst working Onsite, BT care about health, safety and wellbeing and understand how much focus and attention is needed to make sure we’re all able to thrive and be our best at work. This means keeping workplaces clean, safe and somewhere we feel happy and proud to work.  This is a safety critical role, and it is important that those working in this role are not suffering from medical conditions or undergoing any medical treatment which is likely to cause sudden loss of consciousness or incapacity and that any underlying health conditions are stable / well controlled.  BT are serious about safety and we all should remember that we should always protect health and safety at work. For BT, there are no shortcuts when it comes to keeping everyone safe. We all work safely, and we all go home safe, because we look out for each other’s safety and the safety of those around us like contractors, customers, the public and those sharing the spaces where we work.  BT are mindful that work has proven benefits for health, and health has proven benefits for work. They drive their business success by promoting a healthy, safe and supportive environment that’s based on integrity, mutual respect and ethical behaviour. So, they can provide lots of information, resources and guidance to help all of us live as healthily as we can.  Compliance with all BT policies is mandatory and applies to all BT employees and during training access to policies and guidelines will be available to you. |
| **Skills Required** | As a 999 Call Handler you will demonstrate:   * Successful Communication and Active Listening skills * Critical thinking whilst working under pressure, to empathetically support others * A caring nature to support individuals in their most critical time of need * Emotional Intelligence and Heightened Self & Social Awareness * Good standards of literacy and IT skills with a diligent nature |
| **Salary** | As a temporary worker for Blue Arrow, you will be paid on an hourly rate and weekly in arrears for any work completed.  All overtime is payable after 37.5 hours, inclusive of part time.  All breaks are unpaid.     |  |  |  | | --- | --- | --- | | **Day** | **Shift Rates**  Day rate is between: 06:00 to 21:00  Night rate is between: 21:00 to 06:00 | **Hourly payrate** | | **Mon-Sat** | **Day** | **13.42** | | **Mon-Sat** | **Day Overtime** | **20.13** | | **Mon-Sat** | **Night** | **17.85** | | **Mon-Sat** | **Night Overtime** | **24.56** | | **Sunday** | **Day** | **26.84** | | **Sunday** | **Day Overtime** | **20.13** | | **Sunday** | **Night** | **31.27** | | **Sunday** | **Night Overtime** | **24.56** | | **BH** | **Day** | **33.55** | | **BH** | **Overtime** | **33.55** | | **BH** | **Night** | **37.98** | | **BH** | **Night Overtime** | **37.98** | | **Xmas Day** | **Day** | **40.26** | | **Xmas Day** | **Day Overtime** | **40.26** | | **Xmas Day** | **Night** | **44.69** | | **Xmas Day** | **Night Overtime** | **44.69** | |