

RCN Direct – Adviser Role – Info Pack

Thanks for downloading this PDF which has been put together to give you additional information about the RCN Contact Centre, Advice Team, and Adviser Role.

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Advice Team

Advisers are responsible for providing advice, guidance, and support to our members from all across the UK 365 days a year.



CALLS



EMAIL



CHATS

We receive approx. 100,000 contacts per year from members approximately - 70,000 calls, 20,000 emails and 10,000 livechats. That translates to approximately 12 – 15 contacts per day per adviser. This may be less than you would expect but is an indicator of the complexity of members queries and the level of detail we give in our advice.



ADVICE



REFERRED



SUPPORT

58% are resolved by us directly

36% are referred to specialist RCN teams

6% are supported by our Member Support Services including Immigration / Counselling and others.

The Contact Centre

Our Contact Centre is based in Cardiff Gate Business Park, South Wales, just off of the M4.



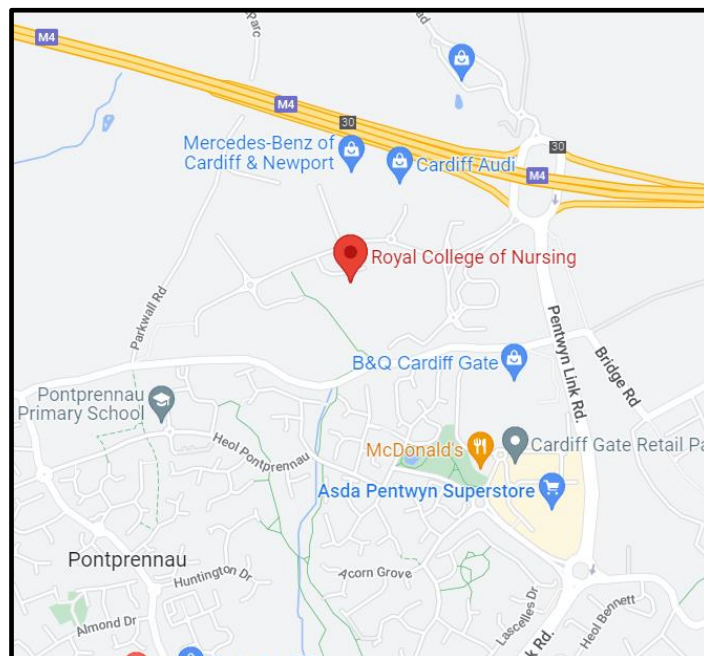
Members contact us via Phone, Email and Livechat.

We respond to these during our office hours which are:

08:30 – 20:30 – Weekdays

09:00 – 16:00 – Weekends

We offer a hybrid working option, so our office is open for anyone who wants to be based there and for advisers going through induction. This means that advisers can choose to work from home (following probation) up to 4 days a week.



The Team



The Contact Centre has 5 Teams to cover our opening hours.

Each Team Manager and their team coordinator look after a team of advisers and oversee the running of each shift.

We have approx. 40 advisers who take the calls, emails and livechats. On average advisers stay with us for 8 years and when they do move on it is often to other teams within the RCN for example – Communication Team, Region and Country Offices, Careers Service, Project Management Office.

What people contact us about




The majority of our contact falls under workplace issues such as support with sickness meetings with some, but significantly less contact relating to professional practice issues for example best practice with medicine management.

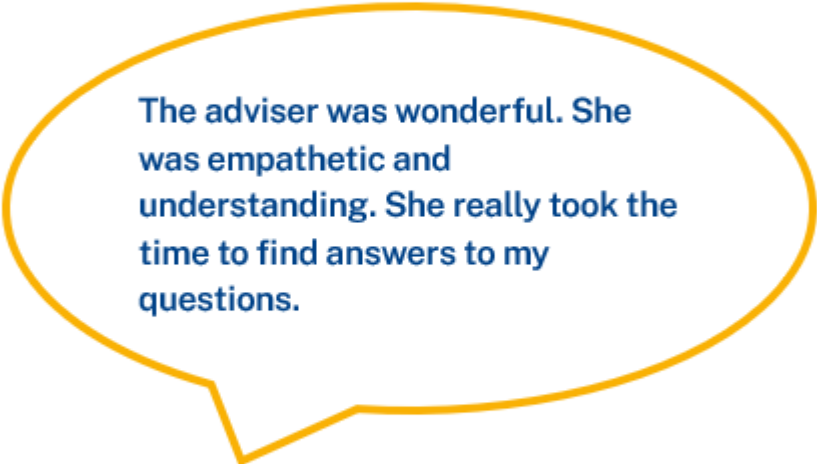
Benefits of working for RCN Direct

- Rewarding role / appreciative members
- Supportive colleagues and managers
- 287 hrs annual leave rising to 301 after 2 years (pro rata)
- Regular 121s
- Regular coaching
- Weekly team meetings
- Development opportunities (inc secondment)
- Annual cost of living negotiations (GMB)
- Yearly pay increase for the first 4 years
- Annual team day
- Annual department away day
- Supportive and generous policies (i.e. paid moving day and volunteering day)
- Comprehensive 6 week induction (supernumerary).
- Paid breaks
- Recovery time after difficult calls if needed

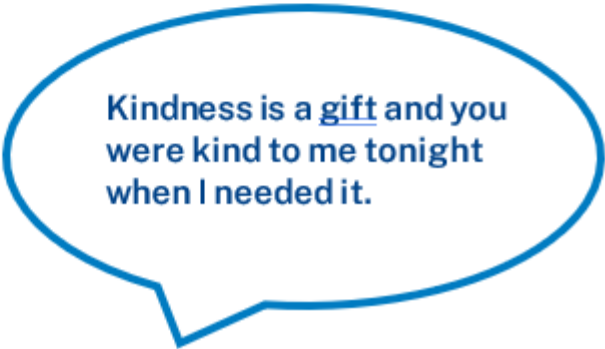
Members Feedback and Satisfaction



The adviser understood my predicament and gave me choices on how to deal with it.



The adviser was wonderful. She was empathetic and understanding. She really took the time to find answers to my questions.



Kindness is a gift and you were kind to me tonight when I needed it.

Our customer satisfaction statistics are impressive, we get around 1,500 items of feedback a month.

In order to compare ourselves to other organisations We use the Net Promoter Score (NPS) which is a customer loyalty score that ranges from -100 to 100, a score of +50 is considered excellent, whilst anything over +70 is exceptional.

Our average is 74 which is something to be very proud of.

Challenges

Being an adviser is a challenging role. It's not for everyone. Are you the kind of person who can confidently manage difficult and emotionally charged conversations?

Our members often find themselves in situations which can lead to them being:

- Upset
- Angry
- Frustrated
- Confused
- Stressed
- Worried

Members who have great employers and whose lives are going well – don't usually need to call us. This means we talk to a high percentage of distressed members (at least 20% of all contacts) and this can be emotionally challenging so you will need to have personal resilience. We have lots of support available and ways to help you maintain your wellbeing, but there is no getting away from the fact that the members who need us most are often dealing with highly expressed emotion as well as complex work issues.

Induction / Training

- 6 weeks comprehensive induction with dedicated facilitator
- Off the rota during induction allowing you to focus on building a firm knowledge and skills base
- Blended induction programme using a variety of methods including:
 - Online / Classroom learning
 - Scenarios and role play
 - Live contact (with support)
 - Listening to calls
 - Self directed study
 - Supervision / observation
- 36 Knowledge Modules
- 18 Skills Modules
- Ongoing support after initial induction including:
 - Dedicated reading time every week
 - Fortnightly 1:1s with your team manager
 - Live call listening with peers
 - Induction plus – time to review initial learning and practice new skills for ongoing personal development

Personal Characteristics of Advisers



Productivity and Performance

As a member led organisation our members rightly expect high quality and timely support whenever they need it. We ensure this is the case by reviewing quality and productivity, through quality assurance processes and quality standards which advisers are monitored against.

This includes having at least 3 Call Evaluations per month – which involves the Team Manager reviewing the call, the notes and the advice given, to ensure it managed risk, offered correct advice and practical support, and was done in an efficient and effective manner. We don't have scripts; advisers are free to engage with members in a natural and flowing style – instead of looking at compliance to a script we focus on positive outcomes.

These quality assurance processes to identify and acknowledge good practice, as well as any learning and development opportunities. The aim of all these processes is to ensure that the support we offer is consistently of high quality.

Work / Life Balance

The adviser role involves day shifts, lates shifts and some weekends. To ensure that advisers have a good work life balance we take the following approach:

- Rotas are published in advance
- Currently advisers work up to one weekend in four
- It is a reoccurring weekend (which can then be planned around)
- Time Off In Lieu (TOIL) is available giving additional flexibility
- Though regularly available there is no requirement to do any overtime
- Ability to swap shifts with a colleague if required
- Can ask for flexible working, and when personal circumstances change, we will work with advisers to find a smart working solution that suits everyone.

The Little Welsh Contact Centre

Watch our video below to hear more about the contact centre and adviser role from some of our current advisers.



What Next?

Job Alerts

If you are interested in applying for the adviser role – why not set up job alerts from our careers website so you know when we are recruiting.

It's easy to do:

- 1) Log into our site - [here](#)
- 2) Use the job alerts tool - just make sure to choose Location (Cardiff – Cardiff Gate) and Profession (Call Centre).

Contact us for an informal chat

If you have some questions or would like to have a chat with one of the team please feel free to call us on 01633 744704 during normal office hours.

Adviser Job Description



THE ROYAL COLLEGE OF NURSING OF THE UNITED KINGDOM

JOB DESCRIPTION FORM

Job Title:	Adviser
Department:	Advice Contact Centre
Reports to:	Team Manager
Key relationships:	Advice Contact Centre Colleagues RCN Members
Grade:	G
Location:	RCN Cardiff Gate Office

JOB PURPOSE

Working as part of a team within the RCN's Advice Centre to provide RCN members with an information and advice service that reflects the RCN as a membership organisation, trade union and professional body.

KEY RESPONSIBILITIES

1. Specific Role Duties

- 1.1 Provide an effective and confidential advice service to RCN members on a range of employment and professional issues
- 1.2 Diagnose members' situations using a range of communication skills to gain insight and clear understanding of the issues
- 1.3 Research from trusted electronic and manual data sources; filtering complex information to identify options appropriate to the member's situation
- 1.4 Interpret and explain information to members to support them to make decisions
- 1.5 Refer members to other departments for support as per agreed processes. Be able to justify the decision to refer on

- 1.6 Provide information and advice to members of the public and health care professionals where this is in line with the aims of the RCN
- 1.7 Work diligently to meet the Advice Centre's quality and productivity standards
- 1.8 Write up succinct and accurate records of advice given
- 1.9 Create and amend members' records
- 1.10 Keep up to date with the knowledge necessary to do the job
- 1.11 Work with colleagues to contribute idea for the ongoing improvement of internal information sources
- 1.12 Get involved in project work as directed by the Advice Centre Manager and Team Manager
- 1.13 Participate in the activities of the Advice Centre to raise the profile of the department

2. Control of HR and Health & Safety

- 2.1 Every employee will co-operate in maintaining safe and healthy working environments by complying with RCN Health and Safety Policy and subsidiary policies and procedures relevant to their work activities

3. Any Other Duties

- 3.1 Post-holders will work collaboratively with other appropriate parts of the RCN to provide a seamless service for RCN Members
- 3.2 Treat colleagues, members, customers and others with respect in line with our values and Our Respect Charter.
- 3.3 Champion equality, diversity, inclusion and human rights and be responsible for contributing to achieving the commitments set out in the RCN Group Equality, diversity and inclusion statement.
- 3.4 Comply with the RCN Data Protection Policy, Retention Schedule and department procedures to ensure personal data is protected at all times.
- 3.5 Maximise all opportunities available to encourage member recruitment and promote the benefits of joining the RCN. Promote the RCN as the organisation that represents nurses and nursing, and that promotes excellent in practice and shapes health policies.
- 3.6 Undertake any other duties as requested in line with the job role.

Adviser Person Specification



PERSON SPECIFICATION

Job Title: Adviser

Department: RCN Direct Advice Contact Centre

The person specification sets out the essential and desirable knowledge, experience, and skills required for this role. The competency-based selection process will look for evidence that you meet the criteria and core behaviours described below.

Stage assessed at: A/F=Application Form, A= Assessment, I =Interview

AREA	CRITERIA	A/F	A	I
1. Knowledge, training and qualifications	Essential			
	<ul style="list-style-type: none"> Knowledge of employment law, workplace relations and professional issues facing RCN members 	✓	✓	✓
	Desirable			
	<ul style="list-style-type: none"> Qualified to further or higher educational level 	✓		
2. Experience	Essential			
	<ul style="list-style-type: none"> Demonstrable experience of working in a successful, fast-paced, team environment 	✓	✓	✓
	<ul style="list-style-type: none"> Proven excellent customer service with strong verbal and written communication skills to communicate complex information clearly and concisely 	✓	✓	✓
	<ul style="list-style-type: none"> Experience of learning new systems to a high standard capturing detailed information and data input with high levels of accuracy within a timed environment 	✓	✓	✓
	Desirable			
	<ul style="list-style-type: none"> Experience of providing support and advice to customers 	✓	✓	✓
3. Skills	Essential			
	<ul style="list-style-type: none"> Ability to use listening and questioning skills to gather information 		✓	✓
	<ul style="list-style-type: none"> Ability to build rapport quickly 		✓	✓
	<ul style="list-style-type: none"> Ability to search digital resources for information on a wide range of topics independently in a timed environment 	✓	✓	✓
	<ul style="list-style-type: none"> Ability to analyse presenting issues and offer appropriate solutions, confidently problem solving 	✓	✓	✓

AREA	CRITERIA	A/F	A	I	
	• Ability to manage customer expectations		✓	✓	
	• Ability to maintain personal resilience when helping customers with professional and personal difficulties		✓	✓	
	• Ability to take ownership of performance through self-management, to achieve high standards		✓	✓	
	• Ability to confidently use Microsoft Office packages including Microsoft Teams, Word, Excel, Outlook, Edge, Dynamics		✓	✓	
	Desirable				
	• Ability to confidently adapt to a range of software packages relevant to a Contact Centres including Avaya and Verint			✓	
4. Other requirements	Essential				
	• Evidence of continuing professional development and lifelong learning	✓		✓	
	• Ability to work flexibly to meet the needs of the service within a shift pattern over a 7-day week, <u>365 day</u> service			✓	
	Desirable				
	• Available for occasional travel away from home with some overnight stays			✓	