



Talking Tayside **Directory**



TalkingTayside



Tayside Contact Centre Forum

TalkingTayside



Tayside Contact Centre Forum

Initiated by Dundee City Council in 2000, Tayside Contact Centre Forum is a public private partnership, established to develop the contact centre industry in Tayside and to promote a positive image of the industry in the community. The forum plays a key role in maintaining and developing an industry that has become a significant source of employment in the Tayside region.

Talking Tayside promotes the industry at careers events in schools, colleges, universities and Roadshows targeting the general public. Careers advisors across Tayside have also been invited into contact centres to experience operations at first hand. Partnerships have been fostered between employers and local training providers to create pre-recruitment training programmes that reflect the needs of employers and produce an adequate supply of qualified, ready to employ graduates. To find out more about training opportunities please call our partner Dundee College on 01382 834834.

Both business and social events have been organised to foster a community spirit within the industry including networking events and the annual Talking Tayside Awards.

The Tayside Contact Centre Forum, "Talking Tayside" is public and private funded organisation For further information on Talking Tayside, visit: **www.talkingtayside.co.uk**

Employer Profile

Address: Aviva, Level 4 West, Pitheavlis, Perth PH2 0NH



Some of our benefits:

- Annual Salary Review
- Annual Bonus based on individual and Company performance
- Company pension scheme
- 25 days annual leave + 8 Public Holidays
- Staff discounts on Aviva products
- Share save scheme
- Save As You Earn Scheme

We are looking for:

Skills & Knowledge:

- Excellent verbal and written communication skills
- A desire and ability to provide 1st class service to our customers
- Ability to resolve customer queries
- Have the capability to work as part of a team

You will be asked to:

- Build, maintain and maximises relationships with our customers in order to build customer trust
- Drive performance in accordance with Key performance indicators that you will be targeted against
- Use a computer key board so familiarity with computers is essential
- Work with figures and do manual calculations
- Retain and grow our current book of policies by securing renewals, and actively pursuing any up and cross selling opportunities

- Resolve any queries on policies in accordance with your underwriting authority limits
- Feed ideas for process improvements into the relevant process owner/your team manager to contribute to an environment of Continuous Improvement
- Drive performance in accordance with Key performance indicators that you will be targeted against

Career Opportunities:

- Excellent opportunities within the Pitheavlis site as well as within the extensive UK network
- As Aviva is a global organisation there are also opportunities overseas

Our Recruitment Process:

- Online application process
- Telephone screening
- Face to face interview to include:
 - strengths based questions
 - arithmetical test
 - grammar test
 - telephone role play exercise

What else do we offer?:

- Working hours 9am – 5pm (Monday-Friday)
- Flex time
- Free vend drink machines
- On site staff restaurant and shop
- Bank of Scotland banking services on site
- Open Plan

Travel:

- Fantastic bus links with Stagecoach
- Car Share Scheme

Employer Profile



Address: Room 442, Telephone House, 21 Ward Road, Dundee DD1 1BA

BT is the major provider of telecommunications networks and services in the UK. We also serve customers in more than 170 countries in the converged markets of computing, IT and communications.

We have eight exchanges in Dundee, providing more than 99 per cent broadband coverage. By spring 2011, more than 70 per cent of Dundee lines will be enabled for next-generation broadband (up to 20Mb). Dundee Park Exchange will be enabled for Superfast Broadband (up to 40Mb) by autumn 2011.

Dundee is home to BT's biggest call centre presence in Scotland. BT contributes around £370 million to the local economy, supporting around 1,900 jobs, including 1,350 in the direct BT workforce.

Interview Advice

Address: Careers Scotland, Royal Exchange Building,
Panmure Street, Dundee DD1 1DU

There are also public offices in Perth and Arbroath

You've been invited to interview...

- Interviews are the main method of recruitment in the UK.
- 9 out of 10 people rated interviews as one of the most stressful events in life
- How can you be the 1 in 10 who takes interviews in their stride?

How we can help:

- Careers Scotland offers help and advice to people of all ages who are looking for a new job.
- We offer specially designed workshops for people applying to work in contact centres.

The workshop covers:

- Meeting people's expectations
- Customer Care Skills
- Team Working Skills
- Interview Skills
- Telephone interviews
- Group interviews

Skills
Development
Scotland



More about us:

- **Careers Scotland aims to give you what you need in order to make the most of your working life.**
 - finding a job
 - learning and training opportunities
 - information about the labour market
 - advice and guidance on career planning
 - developing skills to increase job prospects

**For more
information
tel: 0845 8502 502**

Course Content

This course is designed to develop and enhance the front line skills required by prospective employees of Contact Centres. The course will be supplemented by the use of our specifically designed Call Centre training database and will be delivered in the College Call Centre environment.

Training will be delivered to meet the individual needs of the students and core skills will be embedded in the training. If a candidate does not demonstrate competence at the appropriate level of core skills, additional support may be offered via the "Learning Curve" (specialist facility at Dundee College for basic literacy and numeracy skills). To achieve the "Talking Tayside" certificate, which guarantees interview with participating employers, students will demonstrate competence in all areas of the content.

Induction:

- Welcome/Introductions
- Aims /Objectives of the Course
- Completion of Individual Training Programme

Understanding the Contact Centre Industry:

- Different sectors and functions of contact centres
- Culture and working environment
- Technical terms and concepts

Personal Skills:

- Confidence building
- Self Motivation
- Team working
- Work ethics

Customer Care:

- The importance of customer care
- How to establish customer needs
- Customer Expectations
- How to establish positive working relationship with customers
- Questioning techniques
- Negotiation Skills
- Difficult/Awkward Customers

Telephone Technique:

- Corporate Announcement (beginning and end of call)
- Friendly, courteous service
- Pronunciation
- Clarity and accuracy of information
- Voice tone/Attitude
- Listening Skills
- Checking accuracy of information given to customer
- Phonetic Alphabet
- Taking control of the call/Developing the call
- "Painting a picture" of actions to customer
- Repetition of information to customer
- Bridging Techniques
- Waiting and transferring techniques

IT Skills:

- Keyboarding Skills
- Use of Windows
- Basic Word Processing
- Basic Database

Course Content Continued:

E-mail:

- Composition of business e-mail
- Sending and receiving e-mail
- E-mail management eg copy to, saving, attachments, use of mail folders

Internet:

- Information Services
- Basic understanding and use of the World Wide Web
- Basic understanding and use of Search Engines

Contact Centre Assessment:

- Completion of Application Forms
- Compilation of Curriculum Vitae
- Interview Techniques
 - Telephone Interview
 - Group Discussion
 - One-to-one Interview
- Keyboarding/Accuracy Test
- Basic IT Test
- Basic Numeric and Verbal Reasoning Test
- Spelling Test

Course Delivery

The course content will be delivered using a variety of methods including tutor input, group discussion, workshop activities, one-to-one mentoring and emphasis will be placed on role play activities. Role play will take place in our Contact Centre which has Automated Call Distribution and remote listening facilities which will be used to provide constant, constructive tutor feedback.

Company Visit

As part of the course you will undertake a visit to experience a live Contact Centre. There you will have the opportunity to ask questions, and you will receive a "mock" interview to help prepare you for applying for jobs.

Guaranteed Interview for Employment

Candidates who successfully complete the pre-recruitment training programme will receive the "Talking Tayside" certificate which is endorsed by the Tayside Contact Centre Forum, and also be given a "guaranteed interview" for employment with participating employers.

Employer Profile



Address: Sidlaw House, Explorer Road
Dundee Technology Park, Dundee DD2 1DX

Contact Centre Advisers

Being a Contact Centre Adviser in HM Revenue & Customs is different to working in almost any other Contact Centre. That's because there's no selling involved. You will be helping callers with varied lines of business.

In our Contact Centres, we provide a helpful but business-like service. We aim to handle calls courteously but also quickly and effectively. You'll be encouraged to take full ownership of all the calls you receive and to reach your own decisions about the caller's needs.

The office you will be working in will match some of the best accommodation found in the Contact Centre industry. Our Contact Centres are equipped to a high specification making working conditions attractive and comfortable. We are located at Sidlaw House, Explorer Road Dundee Technology Park.

You don't need to know anything about any of our lines of business. You will be given thorough training in all these areas, but you will need to be able to absorb the training and have the patience to listen carefully to callers and to understand their enquiries. The training provided will help you in your job as an adviser and may give you the opportunity to develop your career with us in different or more senior jobs.

You will spend most of your working day on the telephone, providing advice and guidance to callers and entering details into the computer. The computer will provide you with information and guidance. Your training will equip you with a full understanding of the work of Dundee Contact Centre and provide the fundamental information you will need to do your job on the Helplines. You must be able to commit up to 3 weeks full time training even if part time working hours are required afterwards.

The Contact Centre will try to offer you working patterns that you prefer, on a full and part time basis, and will not change them without telling you well in advance. Your contract will allow the business to schedule the hours you're at work across any time of the day or on any day of the week to cover our usual opening hours of 8am to 8pm seven days a week. You can expect to work some evenings and weekends on shift basis, but if you prefer to work evenings or weekends on a regular basis, there may be opportunities to do this.

Benefits:

- Access to a Civil Service pension scheme.
- Annual leave that starts at 22 days and rises to 25 days after one year 11 days public and privilege holidays per year (pro rata for part time).
- Starting salary will be £15,720 per annum (pro rata for part time).
- We also offer annual increases based on your performance and enhanced payment for unsocial hours worked.
- There is free parking on site.

To work in our Contact Centres you must be a citizen of the UK or a British protected person.

Contact Centre of the Year Talking Tayside Awards 2006.

Employer Profile

Address: JCPD, Dundee Contact Centre,
Lindsay House, 30 Ward Road, Dundee DD1 1QB

jobcentreplus

Part of the Department
for work and Pensions

Some of our benefits:

- Family friendly policies
 - Part-time
 - Job-share
 - Part-year
- Competitive salary scale £15,150 to £17,780 @July 2009
- Good holiday package
- Annual Salary Review
- Pension Scheme

We are looking for:

Skills & Knowledge:

- Enthusiasm
- Excellent Communication skills
- Commitment to providing a quality customer service
- Ability to cope with pressure and give consistent service
- Basic Computer skills an advantage

Experience:

- Customer related experience preferable but not essential

Work Requirements:

- Flexible approach
- Good Interpersonal Skills
- Ability to work as part of a large Team

Career Opportunities:

- Part of Department of Work and Pensions (large government agency)
- Developmental opportunities and progression routes

Our Recruitment Process:

- Via Jobcentre advert
- Application form - multiple choice questionnaire
- Assessment exercise tests online
- Interview

More about us:

- Currently Open 8am - 6pm
Monday - Friday

First Contact:

- Take new and repeat claims for Jobcentre Plus Benefits by telephone
- Take claims and report change of circumstances for New Tax Credits
- To arrange face to face appointments with Personal Advisors

Travel:

- Based in centre of Dundee, the office is located conveniently for travelling from the surrounding area.

Employer Profile



Address: Journeycall Ltd, Unit 5B, Brechin Business Park, West Road, Brechin, DD9 6RJ
The Business Park, Laurencekirk, Aberdeenshire, AB30 1AJ
www.journeycall.com

Some of our benefits:

- 30 days annual Leave
- Stakeholder Pension Scheme
- Comprehensive Training Package
- Reduced Fares on Rail Travel

We are looking for:

- Enthusiasm
- Commitment to excellence
- Team working skills
- Flexibility towards business needs
- Excellent communication skills

Our Recruitment Process:

- Telephone Interview
- 1-2-1 interview

More about us:

- We are a call centre and fulfilment business based in both Brechin (call centre) and Laurencekirk (call centre and fulfilment departments). We deal primarily with the provision of public transport information and travel bookings for organisations such as Stagecoach and Transport for London. Journeycall are an award winning company with significant growth potential, We operate 7 days/week, 364 days/year (closed Christmas Day), 7am-10pm.

Travel:

- Regular bus service from both locations
- Onsite parking at both locations

Employer Profile



Address: 3rd Floor, 2 West Marketgait, Dundee, DDI 1NA

Some of our benefits:

- Quarterly and Annual Bonus up to 30% OTE
- Flexible benefits package
- 30 days annual leave
- Comprehensive training and development programme
- Contributory pension scheme
- 6 monthly salary review
- Free shares
- Colleague product offers
- Free Life Assurance

We are looking for:

Skills & Knowledge:

- Friendly
- Excellent communication skills
- Motivation
- Commitment
- The drive to do a good job for your customers, your team and yourself

Experience:

- Previous customer service preferred, but not essential
- Working as part of team in a target driven environment an advantage
- Extensive training and development given

Personal Skills:

- Open and honest
- Results driven
- Non – hierarchical
- Sales and service focused

Career Opportunities:

- Excellent career prospects
- Internal vacancy website
- Opportunities to develop your career in our UK network

Our Recruitment Process:

- Initial telescreening interview
- Assessment Centre
 - One to one competency based interview
 - Telephone Role Play

More about us:

- 25 million customers
- 60,000 colleagues
- 10th largest company in the UK
- 7th largest bank in Europe
- No 1 for savings and mortgages
- Sold more credit cards than any other provider for 2 years running
- Excellent reward and recognition schemes - win a Mini or a trip to Prague!

Travel:

- Excellent city centre location - ideal for bus and rail links.

Employer Profile

Address: Dundee Pension Centre, 6 Jack Martin Way, Dundee DD4 9FF



Some of our benefits:

- 22 days annual leave, increasing with length of service (pro rata for part time staff)
- 10.5 days public and privilege holidays per annum (pro rata for part time staff)
- Civil Service pension scheme: Family friendly policies
- Support and development through training and regular discussions with line managers
- Personal development opportunities ie. volunteer working within the community and opportunities to apply to attend the Department's annual Summer School (normally held at Cambridge University)
- Internal promotion opportunities (most of our Management team started as Customer Advisors or in Administrative roles)
- On site canteen, plus hot water, fridges, and microwave for staff use
- Childcare Salary Sacrifice voucher scheme
- DWP Staff Discount scheme applying to a wide range of goods and services
- Opportunities for membership of varying Civil Service organisations ranging from Sports and Social Clubs to Healthcare and Motoring
- Visits and information from organisations in areas such as Healthcare or Health and Safety available to staff on site during working hours: Twice yearly visits from the East of Scotland Blood Donor Service

Our Recruitment Process:

- We advertise our vacancies in the Press, on-line and through JobCentres. You can apply on line, or collect an application pack from your local JobCentre. Candidates must succeed at each stage before being invited to go on to the next:
Stage 1: Application form
Stage 2: Assessment testing (Literacy and Numeracy)*
Stage 3: Competency based interview
*We may also use situation based role play exercises

We are looking for:

Personal Skills:

- Effective Communication skills when dealing with customers and colleagues
- Ability to work effectively with others
- Focus on customer needs by providing information and taking action to satisfy customer's requirements
- Plans own work by taking into account deadlines and business needs
- Ability to embrace change
- Enthusiasm and responsibility for self development

Experience:

- No previous experience required in delivery of state benefits or in contact centre work: full training will be provided

More about us:

- The Pension Service is part of the Pensions, Disability and Carers Service (PDCS), which in turn forms part of The Department for Work and Pensions, the largest government department in Whitehall.
- Our aim is to combat poverty and promote security and independence in today's and future pensioners.

Working Hours:

- Dundee Pension Centre provides a service to our customers from 8am to 8pm Monday to Friday, and from 8am to 2pm on Saturdays.
- A variety of full and part time working patterns are available within those hours.
- Service until 8pm on weekdays is provided on a rota basis.
- Staff contracted to work on Saturdays will have at least one non-working day during the week.

Travel:

- Regular bus service
- Free on site parking

Employer Profile



Address: Police HQ, PO Box 59, West Bell Street, Dundee, DDI 9JU

TAYSIDE POLICE

Some of our benefits:

- Stimulating roles supporting our Emergency Service Response
- First class employer
- Good annual leave and public holiday entitlement
- Competitive salary structures
- Annual pay review
- Good training and development
- A variety of shift patterns that allow staff flexibility.
- Family friendly policies
- Good pension scheme
- A friendly working atmosphere

Career Opportunities:

Within the Force Communications Centre there are a number of roles including:

- Communications Centre Co-ordinator
- Team Leader
- Dispatcher
- Call Handler

We are looking for:

Skills & Knowledge:

- Effective interpersonal skills
- Respect for diversity
- IT skills including accurate keyboard skills
- Empathy
- Professional telephone manner
- Excellent problem solving skills
- Planning and organising abilities

Our Recruitment Process:

- Application sift
- Psychometric/work tests
- Interview
- References
- Background checks/vetting

Experience:

- Experience of dealing with the public
- Experience of a similar call centre environment and knowledge of police IT systems would be advantageous but not essential.

More about us:

- Tayside Police is a major employer in the region employing approximately 600 police staff who cover a wide variety of roles, and around 1150 police officers. Further details of what we offer and details of all external vacancies can be found on our website www.tayside.police.uk

Work Requirements:

- We are an emergency service providing 24 hour cover. We have a variety of shift patterns for full and part-time work.

Travel:

- Central location with good bus services and a number of near by car parks.

Employer Profile



Address: Tesco Customer Service Centre, Baird Avenue,
Dryburgh Industrial Estate, Dundee DD2 TN

Some of our benefits:

- Contributory defined benefit pension scheme
- Incremental holidays, starting 22 days and 9 bank holidays
- Option to save money or buy shares: Save as You earn/ Buy as You earn
- Company "Shares in success" Scheme
- Subsidised staff restaurant
- Staff discount (10% after 6 months service)
- Local / National staff discounts
- Trades Union membership
- Social Committees
- Charity and Community Plan Committees
- Overtime available at x1 and x1.5 rates
- Part-time and full-time shifts available

Career Opportunities:

- Ongoing PDPs (Personal Development Plans)
- In-house training/qualifications
- Opportunities for the right people to progress within the Customer Service Centre
- Opportunities in-store, Head Office and Tesco Bank
- As a global retailer we offer opportunities overseas

We are looking for:

Skills & Knowledge:

- Listening skills
- PC (Computer) skills
- Customer service background
- Good people skills
- Team worker
- Adaptable to change
- Self motivated
- Flexible and open minded
- Drive

Experience:

- Previous contact centre experience
- Retail / Customer service experience
- Life skills

Work Environment:

- Variety of shifts - we operate 7 days per week (Mon - Fri 8am - 11pm, Sat 8am - 9pm and Sun 8am - 6pm)
- Flexibility needed

Our Recruitment Process:

- Competency based application form
- Telephone interview
- Assessment Centre - 2 hours in total comprising:
 - Competency based interview
 - Job observation
 - Group activities

More about us:

- Free parking on site
- Subsidised restaurant and vending machines
- Free tea and coffee machines
- Staff break out areas:
 - TV lounge with pool tables, Playstation, Nintendo Wii and various slot machines
 - Quiet lounge
 - Internet cafe

Travel:

- To reach centre by public transport
 - 1A, 1B, 1X, Circular buses (10/12)
 - Bus stops outside building

TalkingTayside



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www.talkingtayside.co.uk