

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.