

<b>NON-CORE SKILLS</b>					
<b>HSD ONE /SSC WEBSITES</b>	<b>Entry level 0-3 months</b>	<b>D1 – Intermediate 3-6 months</b>	<b>D2 – Intermediate plus 6-9 Months</b>	<b>D3 – Ownership 9-18 Months</b>	<b>D4 – Role Model/Mentor 18-24+ Months</b>
		<ul style="list-style-type: none"> <li>▪ To be able to access HSD ONE and SSC WEB</li> <li>▪ To be able to Log in and out of HSD ONE and SSC WEB</li> <li>▪ Able to search on both web pages</li> <li>▪ Be able to follow Wims and Kels</li> </ul>	<ul style="list-style-type: none"> <li>▪ Be able to find work instructions on the HSD ONE</li> <li>▪ Know the user name and password for SSC website.</li> <li>▪ Able to do KEL searches on SSC web.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Aware of the department supporting web sites.</li> <li>▪ Awareness of all the different sections in each website and the useful information that can be extracted.</li> <li>▪ Able to identify when there is a problem with the web site and where / who to escalate it to.</li> <li>▪ Understand the process for raising &amp; adding kels to HSD ONE &amp; SSC web sites</li> <li>▪ Assist HSD ONE agents in Kel searches for problem resolution</li> </ul>	<ul style="list-style-type: none"> <li>▪ Be confident and aware of the process for requesting changes or suggesting improvements on HSD ONE</li> <li>▪ Aware on how to find technical design documents on SSC web.</li> <li>▪ Able to utilize all website to the full potential when undertaking a small project / new problem</li> <li>▪ Confident in raising &amp; amending kels when required</li> </ul>
<b>RIP OS TE</b>	<b>Entry level 0-3 months</b>	<b>D1 – Intermediate 3-6 months</b>	<b>D2 – Intermediate plus 6-9 Months</b>	<b>D3 – Ownership 9-18 Months</b>	<b>D4 – Role Model/Mentor 18-24+ Months</b>



TO OL S	Entry level 0-3 months	D1 – Intermediate 3-6 months	D2 – Intermediate plus 6-9 Months	D3 – Ownership 9-18 Months	D4 – Role Model/Mentor 18-24+ Months
	<ul style="list-style-type: none"> <li>▪ Able to log a call and progress to other SDU's</li> <li>▪ Able to escalate an A 99 to all relevant SDU's</li> <li>▪ Able to log PATH and FAD calls</li> <li>▪ Able to code calls correctly</li> <li>▪ Awareness of contact numbers for other SDU's (SMC, NBSC, IMT, CMT, UKME)</li> <li>▪ To be able to log in and out of the phones and demonstrate correct use of make busy (Not to exceed 20% daily) and DND (Not to exceed 8% daily)</li> <li>▪ Able to check open and closed calls</li> <li>▪ Able to explain how to access CSR and Team stacks</li> </ul>	<ul style="list-style-type: none"> <li>▪ Demonstrate ability to enter all required criteria for calls progressed to other SDU's</li> <li>▪ To adhere to the Powerhelp Best Practice guides</li> <li>▪ Understand the importance of closing calls correctly &amp; how remedies can be minimized</li> <li>▪ Awareness of OTI checks &amp; why this is important</li> <li>▪ Able to correctly log on the database whether the OTI is operational</li> <li>▪ Know how to escalate 'A' priority call to all SDU's and have an understanding of the escalation procedure.</li> <li>▪ Know the correct procedure for getting information in Powerhelp updated such as a telephone numbers, etc</li> <li>▪ Be able to correctly escalate problems relating to the OTI service failing</li> <li>▪ Demonstrate a clear understanding of the Powerhelp codes &amp; their uses</li> <li>▪ Demonstrate how to log &amp; progress a manual call during a Powerhelp outage</li> <li>▪ Demonstrate how to log &amp; progress a voice mail call</li> <li>▪ Understand when &amp; how to suspend &amp; release calls</li> <li>▪ Use CSR queue to monitor calls</li> </ul>	<ul style="list-style-type: none"> <li>▪ Awareness of the SDU that support Powerhelp and their contact numbers</li> <li>▪ Understand the correct procedure for updating master calls</li> <li>▪ Ability to raise test calls under correct PATH code when requested</li> <li>▪ Ability to search Powerhelp for information, sites, etc using searches within Powerhelp front page</li> <li>▪ Demonstrate a clear understanding of the PATH codes and their uses</li> <li>▪ Display an awareness of the contract and the various internal customers.</li> <li>▪ To liaise with other SDU's for advice/problem resolution</li> <li>▪ Be able to retrieve the voice mail calls</li> </ul>	<ul style="list-style-type: none"> <li>▪ Aware of how &amp; what information transfers over the OTI to D1 &amp; Peak</li> <li>▪ Knowledge of how PATENQWEB can be used for tracking calls, reports, etc.</li> <li>▪ Awareness of BCP for Powerhelp failures</li> <li>▪ To be aware of conformance failures &amp; how these are determined</li> <li>▪ Ability to escalate problems with Powerhelp to the correct SDU</li> <li>▪ Display ability to raise working &amp; FAD list master calls for investigation</li> <li>▪ Understanding of how Powerhelp calls travel to D1 &amp; PinICL over the OTI link</li> <li>▪ Understand how to interpret data columns contained in standard 'Agent activity shift report'</li> <li>▪ To correctly identify SDU's &amp; their role within the POA project</li> <li>▪ Understand the role IMT and CMT service and tools</li> </ul>	<ul style="list-style-type: none"> <li>▪ To perform D1 to D3 proficiently &amp; consistently to a level where training could be delivered on HSD specific areas of Powerhelp</li> <li>▪ Be able to perform call content assessment and monitoring</li> <li>▪ Ability to follow &amp; escalate Powerhelp failures in accordance with BCP</li> <li>▪ Awareness of POLSCT so that a call can be logged when there is a Master incident relating to on-line banking.</li> <li>▪ To perform D1 to D3 proficiently and be confident enough in your knowledge to train other members of staff in any aspect of Telephony</li> <li>▪ Understanding of the BCP process in case of telephony system failure</li> </ul>

<b>HA RD WA RE</b>	<b>Entry level 0-3 months</b>	<b>D1 – Intermediate 3-6 months</b>	<b>D2 – Intermediate plus 6-9 Months</b>	<b>D3 – Ownership 9-18 Months</b>	<b>D4 – Role Model/Mentor 18-24+ Months</b>
	<ul style="list-style-type: none"> <li>▪ To log and progress hardware calls to UKME</li> <li>▪ Knowledge of all equipment HSD support</li> <li>▪ Able to add spares into call</li> <li>▪ How to escalate high priority calls</li> </ul>	<ul style="list-style-type: none"> <li>▪ Be aware and have an understanding of the 30 minute SLA with UKME</li> <li>▪ Explain the SLT contractual requirements for calls requiring an engineer visit</li> <li>▪ Explain the requirements for logging a Hardware call including adding the spares, tag, serial number and access times.</li> <li>▪ Display knowledge of all the different types of kit on the local estates and being able to identify them.</li> <li>▪ Display a full awareness of the engineers' closure codes and what they relate to</li> <li>▪ Fully aware of how to diagnose a hardware fault with a Base unit &amp; how call should be progressed</li> <li>▪ Fully aware of how to diagnose faults with other peripherals such as bar code readers and keyboards.</li> <li>▪ Identify UKME roles.</li> <li>▪ Describe the tools available to aid diagnosis of a hardware fault</li> <li>▪ Attend visit to UKME</li> <li>▪ Understand how to identify a PO with Geller equipment and the process to follow.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Awareness of when a reboot should be advised &amp; implications of correctly advising this</li> <li>▪ Fully aware of how to diagnose all types of printer problems both counter and BOP</li> <li>▪ Explain who to escalate priority hardware calls to</li> <li>▪ Display confidence and understanding whilst liaising with engineers on site</li> <li>▪ Ability to aid engineers/Pm with PIN pad related issues</li> <li>▪ Aware of the correct procedure for progressing PIN Pad calls, coding, etc</li> <li>▪ Describe the non standard solutions (storage points, services points, etc)</li> <li>▪ Understand the role of an FRC within the UKME structure</li> </ul>	<ul style="list-style-type: none"> <li>▪ Explain the stages of build of a counter during Europa test, rollout and replacement</li> <li>▪ Describe the different base units that are available;</li> <li>▪ Discuss SC gateway counters, multi counter gateways &amp; slaves</li> <li>▪ Introduction of VPN on the LAN</li> <li>▪ Eicon card</li> <li>▪ Specialix card</li> <li>▪ How peripherals connect via the base unit</li> <li>▪ Have accompanied an engineer to a site visit</li> <li>▪ Understand what impacts a hardware can have on over types of call, i.e. non-polling, software &amp; events</li> <li>▪ Display an awareness of the OBC process.</li> </ul>	<ul style="list-style-type: none"> <li>▪ To perform D1 to D3 proficiently and be confident enough in your knowledge to train/coach other members of staff in any aspect of Hardware</li> <li>▪ Be confident in attending meetings such as engineering forum with UKME, customer and Management meetings to the extent where you would be able to promote the HSD viewpoint</li> </ul>

SO FT WA RE	Entry level 0-3 months	D1 – Intermediate 3-6 months	D2 – Intermediate plus 6-9 Months	D3 – Ownership 9-18 Months	D4 – Role Model/Mentor 18-24+ Months
	<ul style="list-style-type: none"> <li>▪ Awareness of 3<sup>rd</sup> line support</li> <li>▪ Able to contact other SDU's for software problems</li> <li>▪ To log and close software calls</li> </ul>	<ul style="list-style-type: none"> <li>▪ Define the criteria used in establishing a software error</li> <li>▪ Display ability in determining software at a PO site</li> <li>▪ Able to use specific tools to ask the relevant questions in order to diagnose incident</li> <li>▪ Ensure calls are logged correctly on Powerhelp with correct coding</li> </ul>	<ul style="list-style-type: none"> <li>▪ Display an understanding of why the following may occur: Blue screens Operational Integrity Post Polo Please wait.... Node 31....</li> <li>▪ Ability to follow work instructions/procedures correctly</li> <li>▪ Awareness of potential software upgrades</li> <li>▪ Explain what is meant by a squirrel?</li> <li>▪ Explain the function of the UAR</li> <li>▪ Understand the error message operating system not found &amp; the resolution</li> </ul>	<ul style="list-style-type: none"> <li>▪ Display a good understanding of potential software upgrades ⇒ How the upgrade will be delivered ⇒ Potential problems that may arise from the software drop</li> <li>▪ Potential problems that may be anticipated</li> <li>▪ Understand how counters can be targeted with a one shot</li> <li>▪ Understand the inventory available to indicate level of software &amp; build levels</li> <li>▪ Explain how to escalate a problem relating to marooned transactions</li> <li>▪ Understand the EOD marker, why this is sent &amp; implications if this does not occur</li> <li>▪ Confident in assessing calls for progression to SSC</li> </ul>	<ul style="list-style-type: none"> <li>▪ To perform D1 to D3 proficiently and be confident enough in your knowledge to train/coach/coach other members of staff.</li> <li>▪ To display an awareness of SMC software distribution team &amp; ATAD</li> </ul>

TIV OLI	Entry level 0-3 months	D1 – Intermediate 3-6 months	D2 – Intermediate plus 6-9 Months	D3 – Ownership 9-18 Months	D4 – Role Model/Mentor 18-24+ Months
	<ul style="list-style-type: none"> <li>▪ To be able to health check a PO and explain findings</li> <li>▪ To be able to navigate and check events on individual counters/ sites</li> <li>▪ To be able to explain what a print cue deletion is and how to perform this check</li> <li>▪ Explain how to check if site is ADSL or ISDN</li> <li>▪ Explain how to check for ISDN or a PSTN number</li> </ul>	<ul style="list-style-type: none"> <li>▪ Display knowledge of how Tivoli is used as a Remote Management tool.</li> <li>▪ Explain why we have a limited number of Tivoli users/access on HSD</li> <li>▪ Explain the security implications of Tivoli</li> <li>▪ Describe how to health check a counter &amp; why this is used</li> <li>▪ Understand how to close all Tivoli applications correctly</li> <li>▪ Explain the difference between a Ping and a health check</li> </ul>	<ul style="list-style-type: none"> <li>▪ Explain how to check disk space on a counter</li> <li>▪ Explain the function of the 'end point' why it is important and what process can restart this</li> <li>▪ Display a full awareness of event logs, types and how to pull them from a counter</li> <li>▪ Describe how to delete a training message store and identify an instance when this would be a requirement</li> <li>▪ Ability to run Tivoli task to check services running on a counter</li> <li>▪ Explain how to check if the mirror disc was running on a SCO &amp; how this could be restarted.</li> <li>▪ Identify a POLO recovery and when this would be used.</li> </ul>	<ul style="list-style-type: none"> <li>▪ To display knowledge of all Tivoli tasks available to HSD</li> <li>▪ To understand how to correctly escalate any problems with Tivoli functionality</li> <li>▪ To understand the functionality of the NT adapter &amp; problems if it was not running</li> <li>▪ Be able to competently search all event logs for diagnostic purposes</li> <li>▪ Explain what information is contained within the PSStandard logs &amp; how searches can be defined</li> <li>▪ Understand why the PSStandard logs may need to be viewed &amp; how you would execute this</li> </ul>	<ul style="list-style-type: none"> <li>▪ To perform D1 to D3 proficiently and be confident enough to train other members of staff in any aspect of Tivoli</li> <li>▪ Display a full understanding of the functions carried out by both the MSS group &amp; SMG group and their roles</li> <li>▪ Demonstrate and promote the importance of security with in Tivoli operation.</li> </ul>

NE TW OR K	Entry level 0-3 months	D1 – Intermediate 3-6 months	D2 – Intermediate plus 6-9 Months	D3 – Ownership 9-18 Months	D4 – Role Model/Mentor 18-24+ Months
	<ul style="list-style-type: none"> <li>▪ To be able to log a non polling call correctly</li> <li>▪ To be able to log a network call correctly</li> <li>▪ Knowledge of what to include in ADSL/ISDN/SATELITTE calls when progressed</li> <li>▪ Where to send non polling calls</li> <li>▪ Where to send network calls for progression</li> </ul>	<ul style="list-style-type: none"> <li>▪ To understand the LAN of a Single, double and multi counter office</li> <li>▪ To have knowledge of the hardware components that make up the LAN(s)</li> <li>▪ Explain which SDU can assist with network problems at a site</li> <li>▪ To explain the function of the hub</li> <li>▪ Recognize &amp; explain the importance of the node disconnected messages</li> <li>▪ To understand what is meant by the term non polling, the implications this may have to PO's and who sends the non polling report</li> <li>▪ What is the function of CFM3?</li> <li>▪ When would you send a call to CMT?</li> <li>▪ What is meant by LAN and WAN</li> </ul>	<ul style="list-style-type: none"> <li>▪ Explain what a PES box is &amp; who supports this</li> <li>▪ Explain information you would need to gather before progressing a call to CMT, relating to fault with the PES</li> <li>▪ What is the EOD and its function?</li> <li>▪ To understand &amp; explain what is meant by storage &amp; service site of a mobile unit, how do comms differ?</li> <li>▪ Fully demonstrate the correct process for dealing with and escalating a site with comms issue onto the appropriate SDU.</li> <li>▪ Be fully aware of the Non-polling process document</li> <li>▪ Awareness of what CFM4 &amp; Energis do?</li> <li>▪ Understand what is meant by a RJ45 socket</li> </ul>	<ul style="list-style-type: none"> <li>▪ Have an understanding of the corr server clusters, their location and what information they hold</li> <li>▪ Understand why sites may appear as one day non pollers</li> <li>▪ Explain why a base unit would be stuck at 3%, 10% and 20% when building</li> <li>▪ Briefly explain what is meant by a Smart ping</li> <li>▪ Be able to deal with any non-polling issue as outlined in the Non-polling process document</li> <li>▪ In-depth understanding of Hub &amp; Spoke, Satellite, ADSL and luggable sites.</li> <li>▪ What is a PES box and what does it display?</li> </ul>	<ul style="list-style-type: none"> <li>▪ To perform D1 to D3 proficiently and be confident enough in your knowledge to train/coach other members of staff</li> <li>▪ Have an in-depth understanding of the WAN or "bigger picture"</li> <li>▪ Be confident in escalating/assessing problems relating to Network issues</li> </ul>

NE TW OR K	Entry level 0-3 months	D1 – Intermediate 3-6 months	D2 – Intermediate plus 6-9 Months	D3 – Ownership 9-18 Months	D4 – Role Model/Mentor 18-24+ Months
			<ul style="list-style-type: none"> <li>▪ How does LAN &amp; WAN differ?</li> <li>▪ Understand the progression of a Network call &amp; the tests/checks which need to be done.</li> <li>▪ Demonstrate the process for progressing a non-polling call</li> <li>▪ Ensure calls are logged correctly on Powerhelp with correct coding</li> <li>▪ Explain the difference between ISDN &amp; PSTN</li> <li>▪ Explain the process for investigating and processing a problem with the ADSL Service</li> <li>▪ Identify the different types of networks</li> <li>▪ Awareness of Hub &amp; Spoke, Satellite, ADSL and luggable sites</li> <li>▪ Understand the difference between a service site and a store site</li> <li>▪ What does CAPO stand for &amp; who might use them?</li> </ul>	<ul style="list-style-type: none"> <li>▪ Demonstrate knowledge of who supports hubs, ISDN &amp; LAN box, escalating accordingly</li> <li>▪ Demonstrates how to find and check the BAS Router for a PSTN site</li> <li>▪ Awareness of the BT Southampton function</li> <li>▪ Have an understanding of what the PO does before issuing CAPO cards &amp; how long does the process take.</li> <li>▪ Understand what checks to do &amp; how to progress; waiting for authorization, invalid pin, transaction declined, unable to authorize transaction and services unavailable</li> <li>▪ Explain the RAC process</li> <li>▪ What does FRIACO stand for?</li> </ul>	

<b>ORACLE WEB BROWSER</b>	<b>Entry level 0-3 months</b>	<b>D1 – Intermediate 3-6 months</b>	<b>D2 – Intermediate plus 6-9 Months</b>	<b>D3 – Ownership 9-18 Months</b>	<b>D4 – Role Model/Mentor 18-24+ Months</b>
	<ul style="list-style-type: none"> <li>▪ Understand how to –</li> <li>⇒ Find a PO's access times</li> <li>⇒ Locate the inventory</li> <li>⇒ Access the event archive page</li> </ul>	<ul style="list-style-type: none"> <li>▪ Demonstrate an understanding of the Oracle web browser</li> <li>▪ Awareness of the tools available to HSD for diagnostics</li> <li>▪ Identify different event types according to severity</li> <li>▪ Awareness of the SDU who supports the web browser</li> <li>▪ Understand which browser to log on to</li> <li>▪ Able to identify if a counter has been rolled out successfully following a base unit swap</li> <li>▪ Recognize event indicating system restart</li> </ul>	<ul style="list-style-type: none"> <li>▪ Explain what are events &amp; what do they basically indicate</li> <li>▪ Ability to filter events according to severity &amp; dates</li> <li>▪ Ability to recognize events that require attention &amp; aid problem resolution by following correct kels</li> <li>▪ Ability to recognize event displaying a successful ⇒ security update</li> <li>▪ Understand how to refresh the screen when viewing evēnts</li> <li>▪ Awareness of the various sections within the web browser for aid with diagnosis</li> <li>▪ Confident in locating an ISDN/PSTN no. For a site using the web page</li> <li>▪ Identify a sites correspondence server suing the web page</li> </ul>	<ul style="list-style-type: none"> <li>▪ Understand the two interfaces that enable events to be viewed</li> <li>▪ Understand the function of the NT adapter &amp; the implications if this was down</li> <li>▪ Describe the event logs that are extracted</li> <li>▪ Describe what is indicated by –                             <ul style="list-style-type: none"> <li>A fatal event</li> <li>A critical event</li> <li>A minor event</li> <li>An unknown event</li> </ul> </li> <li>▪ Display understanding of the TEC &amp; its function</li> <li>▪ Explain what is indicated when a rollout event is displayed</li> <li>▪ Know how to check if cleardesk has run.</li> </ul>	<ul style="list-style-type: none"> <li>▪ To perform D1 to D3 proficiently and be confident enough in your knowledge to train/coach other members of staff</li> <li>▪ Understand the implications of repeated events &amp; how this may impact the web browser/TEC</li> <li>▪ Understand the role of eventing</li> <li>▪ What is an event storm</li> </ul>
<b>SECURITY</b>	<b>Entry level 0-3 months</b>	<b>D1 – Intermediate 3-6 months</b>	<b>D2 – Intermediate plus 6-9 Months</b>	<b>D3 – Ownership 9-18 Months</b>	<b>D4 – Role Model/Mentor 18-24+ Months</b>

	<ul style="list-style-type: none"> <li>▪ Knowledge of who authorises OSP</li> <li>▪ Awareness of the different users who may require a OSP</li> <li>▪ To be able to correctly log and code OSP calls</li> </ul>	<ul style="list-style-type: none"> <li>▪ Understand the process for raising calls for security key refreshes</li> <li>▪ Ability to log calls requesting security updates correctly</li> <li>▪ Ensure calls are logged correctly on Powerhelp with correct coding</li> <li>▪ Full end to end understanding of KMA process</li> </ul>	<ul style="list-style-type: none"> <li>▪ Display confidence in issuing OSP's to all users</li> <li>▪ Awareness of the KMS &amp; why this was introduced</li> <li>▪ To be able to guide PM through the process for updating security on PO counters</li> <li>▪ Awareness of the daily security update report &amp; ability to correctly update this</li> <li>▪ Understand how the PM is informed to update security &amp; the time period this should be completed within</li> <li>▪ Explain why the message "Communication with the centre failed" may appears when updating security</li> </ul>	<ul style="list-style-type: none"> <li>▪ Identify the Key Manager role</li> <li>▪ Understand in what instances the counter may need to contact the KMA server</li> <li>▪ Confident in checking the KMA report &amp; raising the required calls for security updates</li> <li>▪ Awareness of the process followed for POLO recovery</li> <li>▪ Understand what is meant by Fallback recovery</li> </ul>	<ul style="list-style-type: none"> <li>▪ To perform D1 to D3 proficiently and be confident enough in your knowledge to train/coach other members of staff</li> <li>▪ Demonstrate ability to check security report has been completed correctly &amp; forward to CSPathway</li> <li>▪ Explain what is meant by the FEK</li> <li>▪ Explain what is meant by the Lockdown Manager service &amp; how this may effect base unit swaps</li> </ul>
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<b>BU SIN ES S AW AR EN ES S (PO A SP ECI FIC )</b>	<b>Entry level 0-3 months</b>	<b>D1 – Intermediate 3-6 months</b>	<b>D2 – Intermediate plus 6-9 Months</b>	<b>D3 – Ownership 9-18 Months</b>	<b>D4 – Role Model/Mentor 18-24+ Months</b>
		<ul style="list-style-type: none"> <li>▪ To understand the role of NBSC/Post Office Ltd and Fujitsu Services and the different responsibilities to the POA</li> <li>▪ Understand what basic information is required from the customer and to record diagnostics on the problem with appropriate SLT</li> <li>▪ Will check with customer that all information is accurate and provide a call reference at all times</li> <li>▪ Understand the desk OLA/SLT and how to ensure achievement of these target at all times</li> <li>▪ An awareness of IMT/CMT/MIS and their role within the helpdesk</li> <li>▪ Minimal appearances on the Level 1&amp;2 failure report</li> </ul>	<ul style="list-style-type: none"> <li>▪ Actively check your call stack ensuring that calls are actioned within SLT.</li> <li>▪ Monitor trends in calls and escalate accordingly.</li> <li>▪ Have an awareness of who our service delivery units are and their role within POA</li> <li>▪ Has an awareness of Business Continuity Documents and the impact on the desk</li> <li>▪ Understand the role of CFM3 and SSC</li> </ul>	<ul style="list-style-type: none"> <li>▪ Demonstrate an understanding of the HSD/NBSC interface Agreement</li> <li>▪ Demonstrate an understanding of IMT/CMT/MIS function</li> <li>▪ Demonstrate an understanding of who our SDUs are and their role within the Post office contract</li> <li>▪ Demonstrate an understanding of the functions and services provided by SST</li> <li>▪ Have an awareness of the HSD/NBSC interface agreement</li> </ul>	<ul style="list-style-type: none"> <li>▪ To perform D1 to D3 proficiently and consistently and confident in your knowledge to advise/support other team members in any aspect of 'Business Awareness'</li> <li>▪ Demonstrate an understanding of the Business Continuity documents and their impact on the desk</li> </ul>

<b>CORE SKILLS</b>					
<b>CO MM UNI CATIONS AND CUS TOM ER SER VICE</b>	<b>Entry level 0-3 months</b>	<b>D1 – Intermediate 3-6 months</b>	<b>D2 – Intermediate plus 6-9 Months</b>	<b>D3 – Ownership 9-18 Months</b>	<b>D4 – Role Model/Mentor 18-24+ Months</b>
	<ul style="list-style-type: none"> <li>• Display a professional manner when speaking to colleagues and peers</li> <li>• To have attended Introduction course to Fujitsu and Communication course</li> <li>• Able to deal with difficult customers</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate an understanding of the complaints and compliments procedure</li> <li>• Demonstrate the ability to escalate issues using the correct process.</li> <li>• Researches knowledge gaps by using the most appropriate tools and/or resources</li> <li>• To have basic understanding of the aspects of D1-D4</li> <li>• Basic awareness of the call coaching process</li> <li>• Able to calm an irate user or a difficult situation</li> <li>• Confident handling a complaints through the appropriate route, dealing with them in a professional manner</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrates competent problem solving skills using the most appropriate tools and/or resource</li> <li>• Have an understanding of the call coaching process</li> <li>• Demonstrate the ability to escalate issues to the correct person</li> <li>• Completed Advanced Communications course and able to demonstrate applied skills via call monitoring and colleague interaction</li> <li>• Act as a role model to assist newer team members</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrates proactive problem solving skills to resolve calls</li> <li>• Confidently explain all aspects of D1-D3 to a buddy (team member/new starter)</li> <li>• Demonstrate effective complaint handling</li> <li>• Act as a resource for shadowing by newer team members</li> </ul>	<ul style="list-style-type: none"> <li>• To perform D1-D3 proficiently and be confident enough to mentor others in any aspect of communications and customer Service.</li> </ul>

<b>SE NS E AN D RE SP</b>	<b>Entry level 0-3 months</b>	<b>D1 – Intermediate 3-6 months</b>	<b>D2 – Intermediate plus 6-9 Months</b>	<b>D3 – Ownership 9-18 Months</b>	<b>D4 – Role Model/Mentor 18-24+ Months</b>
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		<ul style="list-style-type: none"> <li>Understand the basic helpdesk philosophy of sense and respond</li> </ul>	<ul style="list-style-type: none"> <li>Understand the core objectives of Sense and Respond</li> <li>Completed a demand analysis activity within a Sense and Respond group</li> </ul>	<ul style="list-style-type: none"> <li>Understanding and participation in the 'How to work in a Sense and Respond Way'.</li> </ul>	
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OPERATIONAL	Entry level 0-3 months	D1 – Intermediate 3-6 months	D2 – Intermediate plus 6-9 Months	D3 – Ownership 9-18 Months	D4 – Role Model/Mentor 18-24+ Months
	<ul style="list-style-type: none"> <li>To be able to log into all relevant systems</li> <li>Awareness of what cafévik is and how log on to the system</li> <li>To have an awareness of SDU's and their functions</li> <li>Demonstrate a working knowledge of the telephone functions i.e. how/when to- Log in and out DND Make Busy Transfer calls Put a caller on hold</li> <li>Basic understanding on SLA'S</li> <li>Demonstrate a working knowledge of the e-mail system</li> </ul>	<ul style="list-style-type: none"> <li>To be proficiently able to enter and retrieve customer and incident information from powerhelp.</li> <li>To be able to correctly log in to Cafévik and amend personal details</li> <li>Be able to navigate around the systems in order to find information about the business</li> <li>Awareness of the desk's process/procedures (eg, escalation points, building evacuation, manual logging procedures)</li> <li>Awareness of Sense &amp; Respond</li> <li>To be able to locate desk processes/procedures and perform adequately against them</li> <li>Awareness of targets for first time fixes</li> <li>Demonstrates and understanding, and consistently meets, First Time Fix targets in</li> </ul>	<ul style="list-style-type: none"> <li>To be able to join communities in Cafévik and search for relevant company information</li> <li>Demonstrate a comprehensive understanding of the desk SLAs and consistently achieve these targets.</li> <li>To have an understanding of desk processes/procedures.</li> <li>Accredited to D1 level of Sense &amp; Respond</li> <li>Demonstrate an understanding of ODP (Operational Development Plan) and customer needs in line with Sense &amp; Respond findings</li> <li>Demonstrate an understanding of the contract and internal customers</li> <li>Understand paths/groups and priorities on telephony</li> <li>Demonstrates and continuously strives to exceed First Time Fix targets</li> </ul>	<ul style="list-style-type: none"> <li>To be able to produce ad-hoc reports using search and reporting functions in CMS</li> <li>Demonstrate &amp; work to continuously improve desk processes and procedures</li> <li>Consistently exceed desk SLA's</li> </ul>	<ul style="list-style-type: none"> <li>To perform D1 to D3 proficiently and be confident enough in your knowledge to train other members of staff on any aspect of the operation</li> <li>Ability to monitor team members using both soft and technical skills</li> <li>Take on, facilitate and implement small projects to the benefit of the team</li> <li>Working with the team to ensure there is a comprehensive understanding of SLAs and work with them to consistently achieve set targets</li> <li>Have an awareness of GRT, knowing how to monitor the phones</li> <li>Know what the icons mean on the GRT</li> <li>Contribute to the implementation and development of the ODP</li> </ul>

<b>G E N E R A L H S D</b>	<b>Entry level 0-3 months</b>	<b>D1 – Intermediate 3-6 months</b>	<b>D2 – Intermediate plus 6-9 Months</b>	<b>D3 – Ownership 9-18 Months</b>	<b>D4 – Role Model/Mentor 18-24+ Months</b>
	<ul style="list-style-type: none"> <li>▪ Consistently comply with all generic desk policies regarding lateness, sickness, and IT policy.</li> <li>▪ Display a professional attitude towards colleagues and customers at all times</li> </ul>	<ul style="list-style-type: none"> <li>• To have a basic awareness of Performance Plus, including IIP</li> <li>• To have a basic understanding of HR processes and procedures - eg:               <ul style="list-style-type: none"> <li>◆ IT Policy</li> <li>◆ Grievance Policy</li> <li>◆ Health &amp; Safety</li> <li>◆ Employee Assistance Programme</li> <li>◆ Occupational Health</li> <li>◆ Workstation Assessments</li> </ul> </li> <li>• Meet the Conduct and Capability standards set out by HR and contract of employment.</li> <li>• Have an basic understanding of the purpose of Professional Communities</li> <li>• Act as a role model at all times</li> </ul>	<ul style="list-style-type: none"> <li>• To have a full understanding of IIP and what it means to you and the company.</li> <li>• Respond positively and act upon feedback given relating to all areas of your performance</li> <li>• Identify possible career path.</li> <li>• Demonstrate an ownership of your Personal Learning Plan</li> <li>• Act as a role model at all times</li> </ul>	<ul style="list-style-type: none"> <li>• Identify development requirements in line with a chosen career path</li> <li>• To be fair and consistent and act as a role model at all times</li> </ul>	<ul style="list-style-type: none"> <li>• To perform D1 to D3 proficiently and be confident enough in your knowledge to train other members of staff in any aspect of this section</li> <li>• Demonstrating consistent application of acquired skills</li> <li>• Ability to deputise to the next level</li> <li>▪ Act as a role model at all times</li> </ul>