

Directorate: Strategy

Customer Services Officer

Job Description and Person Specification
January 2019

Job Description

Job Title:	Customer Services Officer
Service Area:	Customer Services
Function:	Customer Services
Team:	Customer Services
Post number:	
Grade:	LBR5
Hours/weeks: <i>E.g. 36 hours/52.14 weeks</i>	36 hours/ 52.14 weeks
Base location:	Lynton House
Reports to: <i>Job title</i>	Customer Services Team Manager
Responsible for: <i>Job titles of direct reports</i>	No direct line management but may be responsible for the day to day supervision of more junior officers, apprentices, trainees and work placement employees

Role purpose and role dimensions: <i>Overview of the job</i>	<p>This role delivers a high-quality frontline service offer and champion the customer to drive a customer centric culture that puts customers at the heart of everything the Council does. Working in a multi-skilled and multi-disciplined team the main areas of responsibility include</p> <ol style="list-style-type: none"> 1.1 To be a point of contact for members of the public and deliver a high-quality customer advisory service to both internal and external customers, ensuring the customer experience is a positive one 1.2 To be familiar with the Council's services, to respond to enquiries relating to numerous services and work with them to highlight and deliver improvements in customer journeys and experience 1.3 To have the ability to work across a range of customer service channels; including face to face, telephone, email, online, social media, webchat and letter. 1.4 Have the ability to stay calm under pressure and deal with conflicting demands in sometimes stressful situations 1.5 To have an understanding of Council Tax processes to be able to deal with common enquiries 1.6 Detailed working knowledge of IT systems required to deliver services 1.7 To be accurate and have attention to detail to process payments for the Council and set up payment plans 1.8 To be the 'Voice of the Customer', set exemplary standards and work with services to improve standards and reduce unnecessary demand 1.9 To receive and check official documentation 1.10 To understand the needs of customers and have the ability to identify services customers may be interested in to upsell commercial arms of the business and encourage participation in consultations 1.11 Deal tactfully with complaints and work with colleagues to resolve and respond appropriately 1.12 To be proactive and keen to develop customer service skills
Key external contacts: <i>Organisations</i>	Voluntary sector
Key internal contacts: <i>Job titles or groups of staff</i>	All services
Financial dimensions: <i>Budgetary responsibility & amount. Equipment, cash, property etc. for which employee is responsible.</i>	None

Key areas for decision making:	<ul style="list-style-type: none"> • Day to day work prioritisation • Providing information on likelihood of benefit entitlement and benefit assessment outcomes • Contribute to the ongoing improvement of service design for systems, process and procedures. • If situation would be better resolved by appointment • Take appropriate action to resolve any major customer issues. • Support other members of the team with guidance and support to resolve difficult, contentious, challenging and escalated situations with customers. • To make appropriate referrals of cases to senior officers and /or specialist section officer(s)
Other considerations: <i>E.g. working patterns</i>	<ul style="list-style-type: none"> • Ability to deal with vulnerable residents and residents that may be potentially aggressive, abusive or violent. • Attendance at meetings and promotional events as required. • Flexible approach to work and able to vary approach to accommodate changing demands and priorities

Key accountabilities and result areas:	Key elements:
<p>To provide an efficient polite and effective service to the public.</p>	<p>This will involve:</p> <p>Ensuring that all customers are dealt with at all times in accordance with high customer service standards and values.</p> <p>Carry out administrative duties including the provision of performance data.</p> <p>Utilise appropriate IT systems and processes to manage and record customer service transactions and ensure appropriate performance information is collected.</p> <p>Be aware and remain up-to-date with regulations and procedures of the Service provided</p> <p>Use appropriate tools and information to signpost customers to those services not directly supported by the customer centre or those provided by respective partners</p> <p>Participate and assist with promotional campaigns and surveys</p> <p>Deal with enquiries that have been escalated due to service failure or complexity and ensure these are progressed through to resolution.</p> <p>Identify the nature of a customer enquiry and direct them as appropriate to provide a resolution, which may also include making referrals to other Council services.</p> <ul style="list-style-type: none"> a. Handling of general requests for information, which may include enquiries relating to Council services and signposting to partner organisations b. Making appointments for Customers c. Deal with enquiries from customers as to the progress of a particular ongoing service request. Clarifying previous information provided, and/or hand-off to an appropriate section/team, individual or resource equipped to progress the service request and/or provide a resolution d. To take receipt of customer complaints and ensure they are passed to the complaints manager for resolution <p>Maintain a working knowledge of the systems and technology available</p> <p>Direct customers to self-serve facilities i.e. the internet</p>

Project Management	<p>This will involve:</p> <p>Undertaking assigned projects, ensuring that agreed outcomes are delivered on time, within budget and to the expected standard.</p>
General Accountabilities and Responsibilities	<p>This will involve:</p> <p>Ensuring compliance with appropriate legislation, Council Policies, the Council Constitution, Financial Rules and other requirements of the Council.</p> <p>Promoting the development of a high quality individual need led service, to comply at all times with the Council's policies and procedures, particularly those regarding Data Protection, Equalities and Diversity and Health and Safety.</p> <p>Undertaking a proactive, committed approach towards the Councils Customer Service ethos.</p> <p>Ensuring compliance with and actively promote the Council's Equalities and Diversity policies and strategies.</p> <p>Ensuring compliance with and actively promote Health and Safety at work legislation, Council and Departmental H&S policies and procedures.</p> <p>Complying with the competencies and standard requisites agreed by the Council as relevant to your post.</p> <p>Complying with the Data Protection Act 1998 (all employees of the Council will not disclose or make use of, for their private advantage, any information held on manual or computer records, which are not available to the public, however acquired).</p> <p>Taking responsibility for continuing self-development and participate in training and development activities.</p> <p>The above mentioned duties are neither exclusive nor exhaustive and the postholder may be called upon to carry out such other appropriate duties as may be required by the Line Manager within the grading level of the post and the competence of the postholder.</p>
General accountabilities and responsibilities	

Green Statement	<p>This will involve:</p> <p>Seeking opportunities for contributing to sustainable development of the borough, in accordance with the Council's commitment to making Redbridge a cleaner, greener place to live. In particular, demonstrating good environmental practice such as energy efficiency, use of sustainable materials, sustainable transport, recycling and waste reduction.</p>
Data Protection/Confidentiality	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Complying with the Data Protection Act 1998 – treating all information acquired through your employment, both formally and informally, in strict confidence and in accordance with Caldicott principles. ▪ Complying with the Code of Conduct, other practice guidelines and the rules and protocols defining employees' access to and use of the Council's databases and systems. Any breaches could result in disciplinary measures. ▪ Keeping up to date with any changes to the above. ▪ Maintaining client records and archive systems in accordance with departmental procedure, policy and statutory requirements.
Conduct and Whistleblowing	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Complying with the requirements of the Code of Conduct and maintaining high standards of personal conduct, honesty and integrity. Complying with requirement to raise any impropriety or breach of procedure to the appropriate level of management. Employees making such disclosures (whistleblowing) are protected and may make them without fear of recrimination.
Safer Working	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults.
Equalities	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Complying with the Council's strong commitment to achieving equality of opportunity and outcomes in its services to the community and in the employment of people. To understand, comply with and promote Council policies, to undertake any appropriate training and to challenge any prejudice and discrimination. ▪ Provide services that are fair and accessible to all, challenging existing practices that support the traditional culture and promote the Customer First proposition across the Council.

Customer Care	This will involve: <ul style="list-style-type: none"> Complying with corporate and service area customer service standards and promoting the development of high quality, individualised and customer-led services.
Health and Safety	This will involve: <ul style="list-style-type: none"> Being responsible for own Health & Safety, as well as that of colleagues and the public. To co-operate with management, follow established systems of work, use protective equipment where necessary and report defectives and hazards to management.
To contribute as an effective and collaborative member of the team	This will involve: <ul style="list-style-type: none"> Taking responsibility for continuing self-development and participating in training and development activities. Participating with colleagues in the ongoing development, implementation and monitoring of service delivery. Supporting and contributing to value for money, service efficiencies and improvements.
Flexibility	This will involve: <ul style="list-style-type: none"> To undertake reasonable duties outside the normal remit of the Job Description, broadly within the work grade.

Person Specification

Job Title:		Customer Services Officer	
		<i>Method of candidate assessment: A = Application form I = Interview T = Test. Weighting: 3 = most important, 2 = least important</i>	A - I - T Weighting
Minimum education/ qualifications:	5 GCSE or equivalent including Maths & English or able to demonstrate good oral communication, written skills and numerical skills to undertake the duties of the post	A	3
Minimum experience/ knowledge/ skills:	<p>Experience of working with service users face to face, in writing, over the telephone and over digital channels.</p> <p>Experience of using IT systems to accurately enter, update and extract data.</p> <p>Experience of working as part of a team and having a flexible approach</p>	A I	3
Minimum competencies: Customer focus	<p>Customer service experience and the ability to accurately identify and prioritise a customer's needs, offer appropriate solutions and resolve customer enquiries to the complete satisfaction of the customer</p> <p>Ability to work out basic calculations</p>	A I	3
Communicating and influencing	<p>Good communication skills and professional approach to be able to handle difficult customers and sensitive situations effectively.</p> <p>The ability to write clearly and concisely</p>	I T	3
Building relationships, working together and in partnership	Ability to establish good working relationships, with both external and internal customers	A I	3
Respecting & implementing diversity	Understand and promote the Council's Equal Opportunities policy	I	3
Planning, organising & achieving results	<p>Ability to work under pressure and to tight deadlines</p> <p>Good organisational skills</p> <p>Maintaining attention to detail</p>	A I	2
Embracing change	Experience of identifying and delivering improvements	A I	2
For those with managerial responsibility Leadership			
Managing and developing people			
Special conditions:			
Signature of Employee:	Name:	Date:	