

Job Description

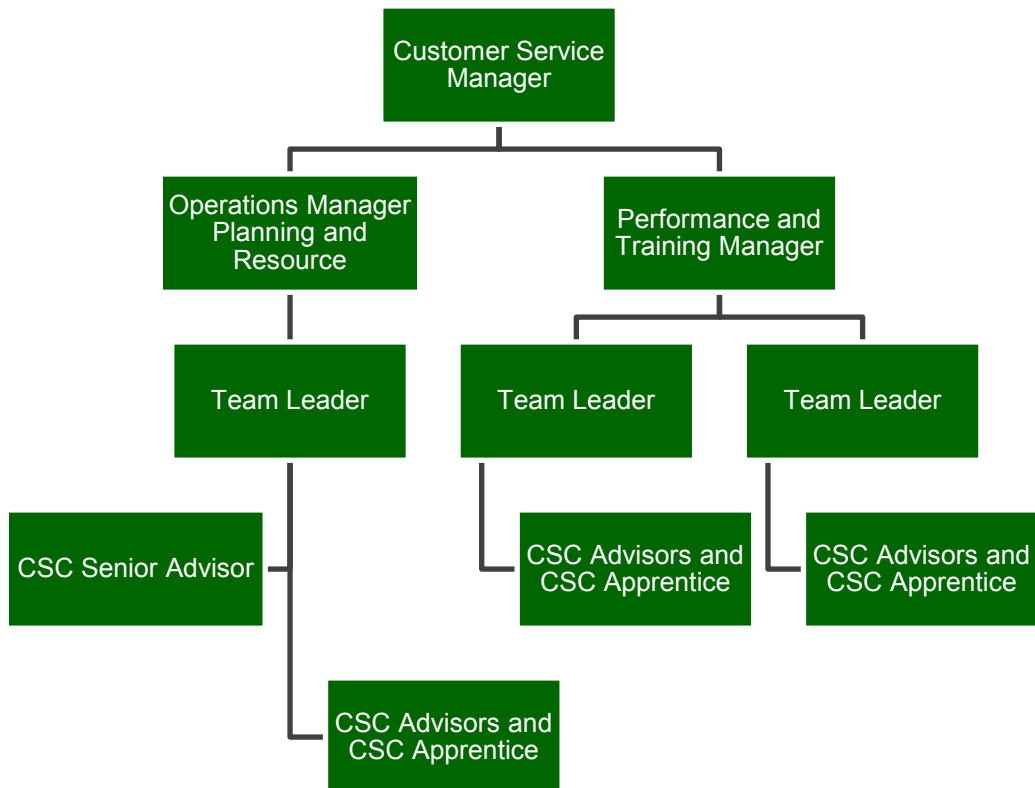
Post Title	Customer Service Adviser
Post Number:	
Business Unit	Customer Service Centre
Business Unit team	Corporate Services and Transformation
Accountable To (<i>Line Manager</i>):	Customer Service Manager
Responsible For (<i>Direct Reports Post Title</i>):	

Job purpose

To work as part of a team to provide a professional and efficient first point of contact for Council Services, across all channels of access (telephone, face to face, email, social media and online services).

To enable, support and encourage our customers to use a range of self-service options to access services (predominately online).

Organisational position



Key tasks, duties, responsibilities and accountabilities of the post

- Demonstrate empathy, good questioning & listening skills whilst delivering a friendly and professional service.
- Detail clear and concise information on customer records.

Change to Digital

- To ensure customers are encouraged and supported to self-serve through the Council's and other organisations websites.
- Provide support, advice and navigation tips to customers accessing services through the Council's website.
- Identify opportunities to streamline procedures to improve the service to the customer.
- To share information, knowledge and best practice with other team members in order to promote a culture of continual improvement within the team.
- Support customer experience improvement projects by working collaboratively with our colleagues and customers to highlight improvements and reduce avoidable contact.

Personal

- To actively demonstrate our values and behaviours.
- To positively engage with our competency framework and take responsibility to develop skills and knowledge to become a multi-skilled adviser.
- Participate in training and development activities required for the role and demonstrate and ongoing commitment to personal development.
- Communicate open and honestly with customers, colleagues and managers.
- Work to personal targets to contribute to the overall Centre performance.
- Prepare for performance meetings and share experiences, development needs and suggestions with Team Leaders.
- Foster a positive working environment by working with colleagues, sharing responsibility of common objectives and an understanding of differing roles and responsibilities.

Other general requirements

- To build a picture of a customer's circumstances by using listening/questioning techniques and referring to a variety of back office systems for background information and previous decisions made in order to respond to the customer's enquiry appropriately.
- Respond to customer feedback and resolve complaints at first point of contact where possible and follow the corporate complaints procedure for formal complaints.
- Communicate messages on behalf of customers in a clear and concise manner. Writing grammatically correct messages that can be used to gain a clear understanding of the customer enquiry.
- Work to a shift pattern between 8am and 6pm.

The role's key contacts and level of relationships with individuals, groups of people, agencies and external organisations

Customer Service Advisers are the first point of contact and recognise the importance and relevance of signposting customers to other organisations, agencies or websites (such as Herts County Council, Citizens advice, Department of Work and Pensions, The Royal British Legion and police etc.), when the customer has wider needs.

Governance, Corporate and other responsibilities

- Undertake any additional responsibilities as directed by the line manager commensurate with the level and grading for the role.
- Adhere and ensure compliance to the Council's policies, rules and procedures including, Health and Safety, Equality & Diversity, information management including Data Protection, HR, all other legislative responsibilities, governance, financial and procedural rules.
- Ensure compliance to the organisation's Code of Conduct in the delivery and provision of services to staff and the community.
- Be prepared to undertake additional duties not included above that are appropriate to the job grade and qualifications, skill and experience as contained within the Person Specification, recognising that this Job Description will be kept under review and may be amended at the Council's discretion to ensure organisational needs are met.

Behaviours and competencies

Stevenage Borough Council (SBC) is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff, volunteers and recruitment candidates to share this commitment. SBC shall take all reasonable steps to employ staff who are safe to work with children, young people and vulnerable adults. For posts identified with regular contact with these groups applicants will be required to undertake a Value Based Interview. The council supports the legislative requirements for employing and maintaining safer staff and the guidance specified by [Hertfordshire Safeguarding Adults Board](#).

Person Specification

	Required Skills and Competencies	Essential / Desirable	How to be Assessed Application (A) Test (T) Interview (I)
Knowledge, skills and abilities	Ability to communicate effectively with a wide range of people over the telephone.	Essential	A, T and I
	Ability to accurately identify and prioritise a customer's needs, offer appropriate solutions and resolve customer enquiries to the complete satisfaction of the customer.	Essential	A, T and I
	Ability to handle challenging and sensitive situations effectively.	Essential	A and I
	Ability to write clear, concise and grammatically correct messages, avoiding jargon.	Essential	A, T and I
	Ability to work as part of team and to show flexibility in terms of tasks performed and shift patterns when required.	Essential	A and I
	Ability to apply legislation and organisational procedure to ensure the customer receives a holistic service and their needs are met.	Essential	A and I
	Demonstrates a positivity and adaptability to change.	Essential	A and I
	Attention to detail and accuracy.	Essential	A and T
	Ability to use databases to log and store information with speed and accuracy as the customer is speaking to you.	Essential	A and I
	Ability to assist and direct customers to self-serve facilities.	Essential	A, T and I
	Ability to be able to work out basic calculations for customers, such as account balances, outstanding payments, etc.	Essential	A and I
	Commitment to continual service and personal development.	Desirable	A and I
	GCSE/equivalent at Grade C or above.	Desirable	A

Experience	Working knowledge of a telephone -based role.	Desirable	A and I
	Working knowledge of a customer service or a customer serving role.	Essential	A and I
	Working knowledge of producing documents or literature.	Desirable	A and I
Any Other Attributes required for the role not mentioned above	Excellent personal presentation and time -keeping skills.	Essential	I
	Able to work to a full shift rota between the hours of 8am and 6pm, Monday to Friday.	Essential	A and I