

Customer Services Officer

Grade 4

About the Service

Our aim is to create an environment where families are supported to stay together safely and live well in their communities by building on their strengths.

This is the right thing to do. Families tell us they do not want to be in services and evidence says that lives are better when needs can be met early within the family or community.

Working in this way is also more sustainable. We can support more families to live better lives if we focus on addressing needs as early as we can. This report details the changes we have already made across the children and family's system.

About the Role

To support the provision of a timely and high-quality business support service for Staffordshire County Council.

This will focus on providing a range of core administration and customer care functions in support of District based staff.

The expectations are that the person in this role will undertake a variety of tasks from the range set out below.

Reporting Relationships

Responsible to: Business Support Assistant Team Leader/Team Leader

Responsible for: N/A

Key Accountabilities:

1. To undertake arrange of Customer Care duties. This will include meet and greet duties as and when required, ensure that visitors are dealt with in a professional manner, answering queries from members of the public and other agencies on the services of the County Council, signposting to partner agencies, taking telephone calls and accurately recording messages to ensure effective communication.
2. Completing a range of administrative tasks ensuring compliance with business processes and Service Level Agreements.
3. Responsible for maintaining room bookings and general health & safety
4. Accurately input and maintain appropriate information systems in support of children and family's practitioners, ensuring children's/families/system records are kept up to date, and that the Information Performance, and Engagement Team can accurately report on performance.
5. Undertake a range of financial transactions as directed including placing orders for services/equipment, goods receipting and maintaining associated records in accordance with Financial Regulations through the County Council's Finance and Procurement systems.
6. In support of practitioners produce a range of high-quality documents.
7. To provide support advice and guidance to practitioners in the use of the IT and related software including basic induction into systems and processes as appropriate.
8. Maintain an awareness of policies, guidance, processes, and best practice relating to the service supported.

Person Specification

Qualifications/Professional membership

- An IT qualification equivalent to the competency level of ICDL Level 2 or equivalent
- Level II in Business Administration or equivalent experience
- GCSE English and Math's grade C or 4 or equivalent

Knowledge and Experience

- Ability to accurately input and retrieve data to support performance management.
- Experience of using Microsoft Office or equivalent software package.
- Experience of office procedures, systems and equipment.
- Experience of using computer-based information systems.
- Working within a team, preferably in an office environment.
- Working with internal/external customers to provide a quality service.
- Understanding of the County Council and its role in the community.

Skills

- Good written and oral communication skills at all levels – this post will involve liaison with a range of professionals and members of the public.
- Flexible approach – demonstrating ability to respond positively to changes in allocation of work at short notice.
- It is expected that all employees will have a commitment to further training and development commensurate with the grade.
- A commitment to equal opportunities and anti-discriminatory practice and to work with a diverse customer base.
- Numerical skills with attention to detail.
- Good time management and organisational skills with an ability to work under pressure to meet deadlines and on own initiative.
- Demonstrate good interpersonal skills to advise other staff within the office on IT related issues.
- Ability to undertake a number of areas of work to ensure flexibility within the team.

This post is designated as a Casual Car user

The content of this Job Description and Person Specification will be reviewed on a regular basis.