

Customer Service Advisor Grade 6

Our Vision

An innovative, ambitious and sustainable county, where everyone has the opportunity to prosper, be healthy and happy.

Our Outcomes

We want everyone in Staffordshire to:

- Have access to more good jobs and share the benefit of economic growth
- Live in thriving and sustainable communities
- Be healthier and more independent for longer

Our Values

Our People Strategy sets out what we all need to do to make Staffordshire County Council a great place to work, where people are supported to develop, flourish and contribute to our ambitious plans. Our values are at the heart of the Strategy to ensure that the focus is on what is important to the organisation and the people it serves:

- **Ambitious** – We are ambitious for our communities and the people of Staffordshire
- **Courageous** – We recognise our challenges and are prepared to make courageous decisions
- **Empowering** – We empower and support our people by giving them the opportunity to do their jobs well.

About the Service

We are a people business – excellent customer insight and experience needs to be at the heart of everything we do. Customers today have high expectations; their experience of using council services should not be second rate. We aim to meet customer needs by giving consistent information, advice and support at their convenience. Our customer model is built on the following principles:

- A service that offers ease of access and intuitive navigation
- Consistent and high quality contact management
- A service driven by customer insight and demand analysis
- A service that is delivered through appropriate delivery channels
- A service which has resilience and scale
- A service that is efficiently delivered

About the Role

Contribute to the effective and efficient running of the Customer Service Centre Team by providing a seamless service to our Customers and positively contributing to the image of Staffordshire County Council. We ensure a common approach across all access channels and deliver a consistent high quality standard throughout Customer Services.

Reporting Relationships

Responsible to: Customer Service Team Leader

Key Accountabilities:

- Provide the first point of contact for customer enquiries into Staffordshire County Council, and handle these in an appropriate and customer focused way via a range of access channels to include but not limited to telephone, face to face, text, email and written.
- Ensure that customer interactions are dealt with efficiently and appropriately and where appropriate resolved at first contact or signposted to the appropriate service to the satisfaction of the customer and within Staffordshire County Council policies and procedures. Where necessary liaise with colleagues, and escalate to more senior members of staff and other departments in order to resolve customer enquiries.
- To resolve complaints, including those of a more complex nature, which are within the scope of the post's responsibility and adhering to the Corporate Complaints Procedure and where necessary, escalating to more senior members of staff and other departments
- Communicate effectively within the team, and with other teams and across Staffordshire County Council.

- Acquire, maintain and apply a thorough knowledge of the service areas in order to respond effectively to enquiries.
- Identify when customer contact needs to be escalated to senior members of staff and ensure the handover is carried out smoothly and effectively.
- Ensure adherence to the requirements under the Data Protection Act and comply with measures to protect the confidentiality of information in accordance with Council policies and procedures.
- Record all customer contacts and requests for services using the relevant CRM system or other such systems to ensure that information stored is current and accurate.
- Complete administrative duties, responding to customers via email, text, letter, sending out application forms and carrying out call-backs.
- Receive payments on behalf of Staffordshire County Council following security, accounting and GDPR procedures.
- Provide coaching and mentoring support to members of the team on relevant systems and procedures and assist with more complex enquiries
- Contribute ideas and suggestions to the development, documentation and use of the systems and procedures to ensure the efficient operation of the team and enhance the effectiveness of performance and customer service.
- Comply with health and safety responsibilities contained within this role, as outlined in the Directorate's Health and Safety Manual.
- Deliver the County Council's Equality for all Policy relevant to the area of work.
- Undertake further training as and when required.
- Operate within Staffordshire County Council's and team policies, regulations and procedures in relation to all activities.
- To undertake such other duties as may be allocated from time to time in accordance with the general nature and grading of the post.

Professional Accountabilities:

The post holder is required to contribute to the achievement of the Council objectives through:

Financial Management

Personal accountability for delivering services efficiently, effectively, within budget and to implement any approved savings and investment allocated to the service.

People Management

Engaging with People Management policies and processes

Equalities

Ensuring that all work is completed with a commitment to equality and anti-discriminatory practice, as a minimum to standards required by legislation.

Climate Change

Delivering energy conservation practices in line with the Council's climate change strategy.

Health and Safety

Ensuring a work environment that protects people's health and safety and that promotes welfare, and which is in accordance with the Council's Health & Safety policy.

Safeguarding

Commitment to safeguarding and promoting the welfare of vulnerable groups.

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

Person Specification

A = Assessed at Application
I = Assessed at Interview
T = Assessed through Test

Minimum Criteria for Disability Confident Scheme *	Criteria	Measured by
	<p>Qualifications/Professional membership</p> <ul style="list-style-type: none"> • GCSE level or equivalent • NVQ Level 3 in Customer Services or equivalent in a similar role that may be deemed to have brought the post holder to a comparable level of attainment. 	<p>A A</p>
	<p>Knowledge and Experience</p> <ul style="list-style-type: none"> • Ability to understand and follow policies and procedures and work within agreed guidelines • Effective communication skills • Experience of working in a Contact Centre and dealing with members of the public. • Flexibility to cope with varying deadlines • Experience of working in a multi team environment • IT Literate with proven ability Microsoft products and CRM systems • Ability to work as part of a team • Experience of coaching others • Provide support and knowledge to less senior members of the team • Proven experience of working in a busy demanding environment 	<p>I A/I A A/I A I A/I A I A/I</p>

	<ul style="list-style-type: none"> • Ability to get on with people and deal with difficult and emotive situations calmly 	A/I
	<p>Skills</p> <ul style="list-style-type: none"> • Enthusiastic approach, particularly in relation to the development of skills, and willingness to undertake additional training as required • Enthusiastic about providing excellent customer services and making a difference to customers and meeting their needs • Excellent interpersonal and communication skills at all levels including internal and external customers • Ability to work under own initiative • Ability to adapt to change in a fast paced environment • Enthusiastic and professional attitude and image • Positive attitude 	<p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>



If a disabled person meets the criteria indicated by the Disability Confident scheme symbol and provides evidence of this on their application form, they will be guaranteed an interview.

We are proud to display the Disability Confidence Symbol, which is a recognition given by Job centre plus to employers who agree to meet specific requirements regarding the recruitment, employment, retention, and career development of disabled people.

If you need a copy of this information in large print, braille, another language on cassette or disc, please ask us by contacting Talent & Resourcing Team **01785 278300**