

# Customer Services Officer

## Grade 4

### **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 citizens
- **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**

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.

**General responsibilities include:**

1. Always acting in a professional and competent manner to enhance the reputation of the service within and outside the organisation.
2. Being responsible for complying with health and safety responsibilities as outlined in the SCC Health and Safety Manual.
3. Being responsible for complying with information, Privacy, and data security policies
4. A commitment to continuous professional development in accordance with the Council's Our People Strategy.
5. Such other duties as may arise in connection with the activities mentioned above.

Flexibility within business support is required to address business needs, therefore the right is reserved to transfer the post holder to alternative teams within the service following appropriate consultation.

Full Training in the use of equipment and the Directorate's systems and procedures will be given.

**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><b>Qualifications/Professional membership</b></p> <ul style="list-style-type: none"> <li>• An IT qualification equivalent to the competency level of ICDL Level 2 or equivalent</li> <li>• Level II in Business Administration or equivalent experience</li> <li>• GCSE English and Math’s grade C or 4 or equivalent</li> </ul>	<p>A A A</p>
   	<p><b>Knowledge and Experience</b></p> <ul style="list-style-type: none"> <li>• Ability to accurately input and retrieve data to support performance management.</li> <li>• Experience of using Microsoft Office or equivalent software package.</li> <li>• Experience of office procedures, systems and equipment.</li> <li>• Experience of using computer-based information systems.</li> <li>• Working within a team, preferably in an office environment.</li> <li>• Working with internal/external customers to provide a quality service.</li> <li>• Understanding of the County Council and its role in the community.</li> </ul>	<p>A/I A/I A/I A/I A/I A/I</p>
    	<p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Good written and oral communication skills at all levels – this post will involve liaison with a range of professionals and members of the public.</li> <li>• Flexible approach – demonstrating ability to respond positively to changes in allocation of work at short notice.</li> <li>• It is expected that all employees will have a commitment to further training and development commensurate with the grade.</li> <li>• A commitment to equal opportunities and anti-discriminatory practice and to work with a diverse customer base.</li> <li>• Numerical skills with attention to detail.</li> <li>• Good time management and organisational skills with an ability to work under pressure to meet deadlines and on own initiative.</li> <li>• Demonstrate good interpersonal skills to advise other staff within the office on IT related issues.</li> <li>• Ability to undertake a number of areas of work to ensure flexibility within the team.</li> </ul>	<p>A/I A/I A/I A/I A/I A/I A/I 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