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| **Job Title - Customer Services Adviser - Council Tax and Housing** |  |

**Job Description**

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| **1. POST DETAILS** |
| Service Area: | Customer Service |
| Division: | Resources |
| Post Number: | B2105/ B2110/ B2130/ B2135/ B2140/ B2145 |
| Working Hours: | 37 |
| Grade: | 6 / 7 |
| Work Base:Agile/fixed/mobile: | Civic CentreFixed |
| Prepared/Agreed by: | Linda Norman |
| Date: | December 2024 |

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| **2. ORGANISATIONAL RELATIONSHIPS** |
| Reports to: | Customer Service Team Leader |
| Deputising Responsibility: | None |
| Directly Supervises: | None |
| Indirectly Supervises: | None |

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| **3. JOB AIM AND PURPOSE (What is the job trying to do?)** |
| * Customers first point of contact, providing expert advice, completing simple and more complex enquiries for Council Tax and for Housing.

Methodologies used will include:* by telephone
* in writing by post, e-mail and text
* by electronic channels including web chat, social media and mobile applications
* Customer Relation Management Systems
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| **4. MAIN OBJECTIVES**  |
| * Provide expert advice and complete both simple and more complex enquiries for Council Tax and Housing enquiries
* Engage with initiatives that improve service delivery, performance and efficiency as set out in the Customer Service Strategy
* Collaborate in the implementation of, and training in any new assigned services moved into Customer Services
* Where sensitive or complex issues which cannot be resolved within Customer Services, identifying customers’ needs and transferring to other service areas
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| **5. MAIN DUTIES AND RESPONSILBITIES OF THE POST** |
| * Ensure all customer contacts are responded to in a timely and efficient manner irrespective of which access channel is used
* Investigate and identify customers’ needs and requirements and aim to resolve their enquiries without onward referral by advising and processing as required
* Develop and maintain positive and supportive relationships with customers, managing challenging or hostile behaviour as required
* Ensure all customer interactions are managed and resolved in an efficient and timely manner, managing customer expectations regarding timescales, resolution and fulfilment
* Ensure all customer interactions and procedures comply with agreed codes of working practice and are carried out to the required quality standard
* Deal with routine, simple and more complex enquiries in the relevant area, applying law and policy and always demonstrating due attention to customer care and a professional approach
* Maintain regular liaison with colleagues, to develop constructive relationships with Council tax, Housing and Benefit departments
* Ensure customer rights are safeguarded, including risk assessment and consulting

others* Contribute to improvements in call and contact handling activities, systems and content
* Create a positive work environment that enhances team performance through own work and behaviour
* Proactively support colleagues, sharing knowledge and experiences and provide mentoring to new customer service advisers to enable them to deliver an exceptional service for customers

**Communication & Technology*** Utilise all relevant council and partner ICT systems effectively ensuring databases and information systems are updated accurately and appropriately. Maintain records, files and statistical information
* Always maintain strict confidentiality and adhere to Data Protection legislation (GDPR) and service guidelines on the use of personal data
* Process transactions using appropriate computer-based systems and customer relationship management systems
* Report to data owner any discrepancies in the information systems or where additional information or advice is needed
* Identify quickly where on-line advice is not readily available, redirect customers appropriately and investigate a remedy with the data owner / author
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| *General**The above is a record of the main duties and responsibilities of this post at a given date. The job may naturally change to meet the requirements of the service. If the changes are more significant your manager will discuss this with you.* |

*The delivery of this job description should be read in conjunction with the council’s competency framework.*

**Person Specification**

Please indicate whether the criteria are assessed against the application form, interview or assessment by using the letter indicated in the columns to the right.

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|  | Method of Assessment |
|  | Essential (E) or Desirable (D) | Application Form (AF) | Interview (I)/ Assessment (A) |
| **Knowledge** |  |  |  |
| An understanding of mapping systems | **D** | **A/F** | **I/A** |
| Sound knowledge of council tax sufficient to provide informed advice and handle straightforward enquiries to an adequate level or proven aptitude to acquire and utilise this knowledge. | **D** | **A/F** | **I/A** |
| Recovery techniques – understanding of strategies used to avoid payment and how to overcome these to ensure maximum recovery of charges. | **D** | **A/F** | **I/A** |
| **Skills and Experience** |  |  |  |
| Administrative and office procedures. | **E** | **A/F** | **I** |
| Able to balance the customer requirements with the requirements of the service and organisation. | **E** | **A/F** | **I** |
| Productive – Able to deliver outcomes, not simply follow processes. | **E** | **A/F** | **I** |
| Analytical with good problem-solving skills | **E** | **A/F** | **I** |
| Ability to absorb range of knowledge required and apply it to practical problems | **E** | **A/F** | **I** |
| Versatile - ability to undertake a wide range of tasks / duties. | **E** | **A/F** | **I** |
| Experience in a multi-channel customer services operation. | **E** | **A/F** | **I** |
| Attentive - able and willing to focus on what is being communicated. | **E** | **A/F** | **I** |
| Collaborative – able to work in a constructive way with others. | **E** | **A/F** | **I** |
| Experience in administrative and office procedures. | **E** | **A/F** | **I** |
| An understanding of what the customer expects from the service. | **E** | **A/F** | **I** |
| Experience using ICT to input and retrieve information. | **E** | **A/F** | **I/A** |
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| An understanding of data protection principles | **E** | **A/F** | **I/A** |

 | **E** | **A/F** | **I/A** |
| **Training and Qualifications** |  |  |  |
| GCSE or equivalent in English and Maths - Grade C or above. | **D** | **A/F** | **I** |
| Level of numeracy sufficient to handle council tax issues. | **E** | **A/F** | **A** |
| **Other Requirements** |  |  |  |
| Adaptable – willing to adapt to new situations and approaches to learning new tasks and work in a positive and constructive manner. | **E** | **A/F** | **I** |
| Ability to remain calm under pressure. | **E** | **A/F** | **I** |
| Ability to elicit information in a tactful and diplomatic manner. | **E** | **A/F** | **I/A** |
| Emotional intelligence and sensitivity in the handling of vulnerable customers. | **E** | **A/F** | **I/A** |
| Confident | **E** | **A/F** | **I** |
| Compliant – accepts direction. | **E** | **A/F** | **I** |
| Pragmatic – able and willing to propose and negotiate practical solutions to resolve customers’ needs. | **E** | **A/F** | **I/A** |