
Recruitment information

Job description and person specification

Your title	Customer Operations Adviser
DBS check	<p>This post requires basic DBS</p> <p>The aspects of this role that require this level of check are: Providing effective and supportive customer service, with focus on vulnerable customers, including engagement with relevant service departments and agencies.</p>
Post number Your team	PRN000373 Customer Operations and Transformation
You would be based	Civic Centre, High Street, Esher KT10 9SD
Your line manager	Customer Operations Team Leader



Elmbridge
Borough Council

... bridging the communities ...

About the role

We place our customers at the heart of everything we do. The role of the customer operations adviser is pivotal to contributing towards a strong customer service reputation, delivering high quality services and customer experience.

The main purpose of the role:

- To consistently maintain high quality customer service and wherever possible, resolution at first point of contact to residents, customers or partners contacting the council through all communication channels
 - To process administrative work, ranging from decision making for straightforward processes, to complex processes impacting financial and legislative compliance.
 - Ensure collection rate targets are achieved by following processes to maximise income to the council and compliance with all relevant legislation and regulations.
 - Ensure advice and guidance for benefits customers enables an accurate and timely resolution for claims processing times.
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Specific duties and responsibilities

1. Provide high quality services when dealing with customer contact in accordance with the council's customer service standards
2. Take ownership and responsibility for accurately resolving enquiries at the first point of contact wherever possible
3. Ensure a positive image to customers and other individuals and organisations and promote the service by whatever means are appropriate and available
4. Communicate with service providers /partners/internal customers in a positive and constructive manner when arranging for appropriate actions
5. Undertake processing work across a wide range of business activities

6. Maintain accurate records and information for the provision of services for customers, using the most appropriate system
7. Actively encourage customers to use the most efficient method to gain access to and information about council services
8. Provide support and assistance to vulnerable customers
9. Undertake and assist with any training/development activities
10. Work as part of an effective team with a flexible approach to cover the variety of duties and demands across all contact channels
11. Provide feedback to assist in the development and continuous improvement of services and systems.
12. Carry out other required duties in accordance with grade and responsibility level

What's missing?

Our job descriptions cover as much of the role as we can possibly get down in writing, but issues will arise, and we hope and expect that you will understand that and take on-board other tasks from time-to-time, in keeping with your role.

Your conduct

We expect the highest standards of conduct from our employees and at all time you must carry out your duties with integrity and in accordance with the Code of Conduct for employees.

Equal opportunities

We have a strong commitment to achieving equality of opportunity and expect all employees to implement and promote our policy in their own work.

Health and safety

We are committed to a healthy and safe working environment and expect all employees to implement and promote its policy in all aspects of their work.

Personal and sensitive data

You will have regard for the duty of care owed to personal data and sensitive personal data and any other confidential or sensitive information which you access in the course of your employment ensuring adherence to the Data Protection Act and the Council's Information Security Policy and related guidance.

Talent development

We have a talent development programme that includes regular one-to-ones, mid-year reviews, end of year performance reviews and a strong and varied learning and development programme.

You will be expected to get involved in this talent programme to ensure you are performing at the highest level.

Confidentiality

We are committed to maintaining privacy of all staff and customers. We expect all staff to handle all individuals' personal information in a sensitive and professional manner. All staff are under an obligation not to gain access or attempt to gain access to information they are not authorised to have.

Person specification

Please read the details on this form carefully before you complete your Application Form. This form lists the essential requirements needed in order to do the job.

Your written application will be considered in relation to the essential knowledge, skills, abilities, education and experience required for the job and candidates will therefore be selected for interview on this basis.

Elmbridge Borough Council is committed to providing the best possible services and ensuring they are accessible to all who need them irrespective of race, colour, ethnic or national origin, religious or political belief, Trade Union activity, age, disability, being male or female, married or unmarried, sexuality.

What you need to tell us on your application form:

- You will need to tell us throughout your application form and at interview how you can contribute to providing good quality services for all.
- For each of the requirements listed overleaf, you will need to explain how your skills, abilities, knowledge, education and experience make you suitable for this post.
- These may have been gained through previous employment, voluntary/community work, spare time activities, home responsibilities, training or languages spoken.
- You should also include anything else relevant to the job which you think we should know about.

We regret that we can only consider applicants who are already eligible to work in the United Kingdom

Insert title: Customer Operations Adviser

Post No:

Team: Customer Operations and Transformation

Hours: 36 hours per week

Salary: £27,028

Car Allowance: N/A

Key requirements	Desirable/ essential	To be tested by: Application1 (A) Test (T) Interview (I)
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Qualifications and Education			
1	Education to GCSE, O Level or equivalent	E	A
2	Customer Service training or qualification	D	A

Experience			
3	Telephone-based customer service experience	E	A, T, I
4	Experience of providing a high standard of customer service in a fast-paced environment	E	A, T, I
5	Sound financial knowledge and experience	E	A, I
6	Administration processing experience	D	A, T, I

Knowledge, skills and abilities			
7	Strong customer contact skills	E	A, T, I
8	Effective communication skills	E	A, T, I
9	Effective problem solving	E	A, T, I
10	Ability to work on own initiative	E	A, T, I
11	Ability to demonstrate a flexible and co-operative approach towards changing business needs	E	A, I
12	Ability to capture data accurately and reasonable level of IT proficiency	E	A, T, I
13	Able to work to challenging deadlines	E	A, I
14	Contributes to effective team work	E	A, I

Special requirements			
15	Flexible approach to working patterns	E	A, I

Scale 5 Requirements			
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16	Demonstrating experience of generic working across different service areas	E	A, T, I
17	Accurate financial and legislative processing accuracy	E	A, T, I
18	Achieving high quality and efficient processing performance across a wide range of work activities	E	A, T, I
19	Providing effective and supportive customer service for vulnerable customers	E	A, T, I

Scale 6 Requirements			
20	Consistently demonstrating knowledge and experience to achieve targets with minimal supervision	E	A, T, I
21	Consistently demonstrating efficient and accurate decision making when undertaking wide and complex business activities	E	A, T, I
22	Suggested improvements for working result in performance improvements	E	A, T, I
23	Active participation working with people outside of customer service team	E	A, T, I
24	Ensuring appropriate levels of support for vulnerable customers are provided	E	A, T, I
25	Able to provide support and guidance across all customer service disciplines	E	A, T, I
26	Deputise for team leader	E	A, T, I