

## JOB DESCRIPTION

<b>Job Title:</b>	Customer Services Advisor		
<b>Directorate:</b>	Communities	<b>Salary:</b>	£25,989 - £29,540 plus £729 London Weighting
<b>Section:</b>	Customer Services	<b>Grade:</b>	BGI SCP6-14
<b>Location:</b>	Time Square	<b>Work Style:</b>	Flexible

### Key Objectives of the role

- To provide a first point of contact for customers contacting the Council, seeking to resolve enquiries in line with departmental targets through a 'one stop shop' approach.
- To deliver the highest quality service within a team environment, as the face of Bracknell Forest Council.
- To continually develop the knowledge necessary to handle a diverse range of enquiries at the first point of contact

### Designation of post and position within departmental structure



### Daily and monthly responsibilities

- To be the first point of contact for customers contacting the Council via multiple media channels such as phone, e-mail, web chat, social media and face to face.
- To resolve these contacts at the initial enquiry in line with departmental targets, and where appropriate liaise with service departments to seek first point resolution.
- To record accurately all service requests and enquiries on a variety of systems.
- To provide clear feedback to customers on the status of their enquiries.
- To be the face of Bracknell Forest Council, presenting a professional, friendly and customer focussed approach at all times.
- To contribute to continual improvements in customer service delivery by embracing new ideas, systems, services, procedural enhancements and sharing that knowledge openly with colleagues
- To take responsibility for incoming payments promoting the online payment system.
- To ensure that a high level of liaison and co-operation exists between customer services and other service teams across the Council.
- To effectively deal with multiple enquiries in one transaction so the customer experiences a 'one stop shop' approach from the Council.
- To be confident in navigating the Council's own website and others to gain information required and possess the ability to transfer this through to the customer to enhance self-service.
- To handle a high level of enquiries within a busy environment. inform

### Scope of role

- Maintaining customer service delivery standards and achieving deadlines in accordance with service standards across the Council.
- Promoting excellent customer service, by liaising with staff, clients, external organisations and other local authorities as required.

Commitment to the Council's Equal Opportunities policy at all times.

Commitment to working within the bounds of the Data Protection Act and GDPR legislation at all times.

Such other duties as may from time to time be necessary, compatible with the nature of the post. It should be noted that the above list of main duties and responsibilities is not necessarily a complete statement of the final duties of the post. It is intended to give an overall view of the position and should be taken as guidance only.

## PERSON SPECIFICATION

KEY CRITERIA	ESSENTIAL	DESIRABLE
<b>Skills and qualifications</b>	<ul style="list-style-type: none"> <li>GCSE English and Maths Grade C / Grade 4, or equivalent.</li> <li>Customer Service training</li> <li>IT skills with good knowledge of Microsoft Office applications including Teams and email.</li> </ul>	<ul style="list-style-type: none"> <li>Recognised qualification in Customer Service.</li> </ul>
<b>Competence Summary</b> (Knowledge, abilities, skills, experience)	<ul style="list-style-type: none"> <li>Experience of working in a customer service environment</li> </ul> <p>Ability to:</p> <ul style="list-style-type: none"> <li>quickly build rapport with customers, showing patience and understanding as required</li> <li>question effectively to diagnose correct course of action</li> <li>relay clear and concise instructions</li> <li>maintain composure and to deal with challenging situations in a positive and supportive manner</li> <li>to learn and to take on new tasks as required</li> <li>be adaptable to change</li> <li>use all relevant supporting systems quickly and effectively</li> <li>to compose a clear and customer focussed written response</li> <li>multi-task whilst maintaining attention to detail</li> </ul>	<ul style="list-style-type: none"> <li>Experience of providing service delivery in a single point of contact concept</li> <li>Experience of a call centre environment</li> <li>Experience of providing reception services</li> <li>Knowledge or experience of working within a local authority</li> <li>Knowledge of the Bracknell Forest area</li> </ul>
<b>Work-related Personal Requirements</b>	<ul style="list-style-type: none"> <li>This role has been identified as public facing in accordance with Part 7 of the Immigration Act 2016; the requirement to fulfil all spoken aspects of the role with confidence through the medium of English applies. This means the ability to converse easily with the public and respond effectively to questions.</li> </ul>	

	<ul style="list-style-type: none"><li>• Desire to work hard to meet customer needs within agreed frameworks</li><li>• Ability to identify and solve customer problems, within agreed frameworks</li><li>• Ability to work on own and as part of a team</li><li>• Smart, professional appearance</li><li>• Self-motivated, able to work with minimal supervision</li><li>• A flexible attitude</li></ul>	
Other Work Requirements	<ul style="list-style-type: none"><li>• Positive behaviour and attitude towards customers, role modelling the Council's values and behaviours</li><li>• Friendly and approachable business-like manner</li><li>• Versatile in approach to work and able to cope in a busy environment</li></ul>	<ul style="list-style-type: none"><li>• Contribute to team meetings</li><li>• Look to improve service standards</li></ul>
Role models and demonstrates the Council's values and behaviours	<p>Our values define who we are. They outline what is important to us. They influence the way we work with each other – and the way we serve our residents and engage with our communities.</p> <p>We make our values real by demonstrating them in how we behave every day.</p>	

All staff should hold a duty and commitment to observing the Council's Equality & Diversity policy and procedures at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and Council policies/procedures.

