 **Role Profile**

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| **Job Title**  | Customer Service Advisor |
| **Team** | Customer Services | **Grade** | 6 |
| **Reports to** | Customer Services Team Leader |
| **Date** | December 2023 |

**One Arun:**

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| Every role at Arun contributes towards our [**Vision – *A better future***](https://www.arun.gov.uk/download.cfm?doc=docm93jijm4n18990.pdf&ver=20441), and every employee strives to embrace and champion our [**Values**](https://arungovuk.sharepoint.com/sites/intranet/staff/Useful%20documents/Arun%20values%20explanation.pdf#search=arun%20values)**:**A logo of a chat  Description automatically generated |

**Overall job purpose:**

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| To respond to enquiries from customers, both internal and external, through a variety of service delivery channels, resolving these at the first point of contact where possible and ensuring the highest standards of customer care are provided.  |

**Key areas of focus:**

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| 1. | To act as the point of contact for enquiries received via multiple service channels, including telephone, email, face to face, web and social media, on a wide range of the Council’s services by using computerised and various information sources. |
| 2. | To deal with enquiries within agreed service levels, as far as is possible, by ensuring that the relevant response and action is taken within reasonable timescales. |
| 3. | To identify, respond correctly to and complete, as far as possible, any enquiries received whilst the customer is present. |
| 4. | To record and share information accurately within Council systems. |
| 5. | To achieve agreed performance objectives and meet Key Performance Indicators. |
| 6. | To ensure customers receive a warm, welcoming, professional service and are provided with a contact name or reference number for any further action associated with their enquiry. |
| 7. | To contact customers as directed using a variety of service delivery channels. |
| 8. | To work effectively within your team, being responsive to new ideas and changing circumstances, and support other members of the Customer Services Department to ensure service standards are achieved. |
| 9. | To acquire, maintain and apply, an up to date and comprehensive knowledge of the reference resources of the Customer Services Department, and the broader work of the Council, in order to respond effectively to inquiries from the public or members of staff. |
| 10. | To make recommendations for the improvement of information sources, process or procedures to enhance working practices and deliver high quality services to customers. |
| 11. | To gather information for the Customer Services Department for wider use by the Council as directed. |
| 12. | To use comprehensive Information Technology systems to manage enquiries and provide information. |
| 13. | To inform customers of other services that may be of relevance to them or their enquiry. |
| 14. | To undertake all administration tasks associated with enquiries. |
| 15. | To assist with the training and development of other team members. |
| 16. | To attend relevant corporate group meetings, training and development activity and take responsibility for own development and learning. |
| 17. | To be available to deal with out of hours emergency calls or extended opening hours, if required, on a rota basis to be agreed with your Team Leader. |
| 18. | To carry out such other duties as your Team Leader may, from time to time, reasonably require. |
| 19. | Any other duties that are appropriate with this post. |

**Confidentiality:**

Due to the nature of the work, personal information about customers must not be disclosed to individuals not employed by the Council or acting as agents for the Council. In view of the commercial value of data and information this should not be disclosed without the consent of Group Head of Finance.

**Role Requirements**

The following outlines the criteria for this post. Applicants will be shortlisted and interviewed to assess if they meet the criteria for the role.

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| **Criteria** | **Essential** | **Desirable** |
| **Professional Qualifications**  |
| NVQ or equivalent in Customer Services/Care  |  | X |
| GCSE or equivalent in Maths & English  | X |  |
| **Experience** |
| Previous Reception/Contact Centre environment experience. |  | X |
| Experience of meeting personal targets |  | X |
| Experience of dealing with members of the public in a customer service environment by telephone, email and face to face | X |  |
| **Knowledge** |
| Some knowledge of Local Government organisation and processes. |  | X |
| An understanding of Data Protection principles. |  | X |
| Excellent IT Skills, including MS Office and bespoke systems. | X |  |
| **Behaviours** |
| Self-development: Analyses behaviour and results to learn from mistakes and successes, to support continuous development. |  | X |
| Adaptability: Responds to challenges and change with an open mind, shifting priorities and re-focusing. | X |  |
| Active listening: Gives the speaker their full attention, genuinely listening, and tries to see things from their perspective. | X |  |
| Inclusivity: Recognises and respects the diverse needs and challenges of others, advocating inclusivity to create a culture that values diversity. | X |  |
| **Competencies** |
| Problem solving: Able to identify issues related to the job, offering solutions. | X |  |
| Collaborative working: Working together to achieve a shared goal. Builds effective relationships with internal and external customers. | X |  |
| Customer focus: Takes pride in and is committed to delivering high quality services. Identifies and clarifies individual needs.  | X |  |
| Working with stakeholders: Displays Arun’s values and behaviours when interacting with internal and external stakeholders. | X |  |
| Communication: Able to communicate clearly, appropriately and respectfully with colleagues and customers. | X |  |
| Organisationally aware: Has an understanding of Arun’s Vision, general functions, and the political environment in which we work. |  | X |
| **Other**  |
|  | Yes | No |
| Does this role require a Basic DBS check? | X |  |
| Will the post holder be required to take card payments via MOTO. (If yes – needs basic DBS). | X |  |
| Is this a Politically restricted post? |  | X |
| Does this role require any out of hours/ weekend/ evening/ rota work?   |  | X\* |
| Does this role require a driver’s licence and access to a vehicle? |  | X\*\* |
| Does this role require a uniform? |  | X\*\*\* |

\*You would not be required to work out of hours normally, we sometimes arrange for training to be completed outside of work hours and for emails and voicemails to be picked up over closed periods.

\*\*This role does not require a drivers license or access to a car, however there is an expectation to be able to travel across both of our sites.

\*\*\*This role does not require a uniform, however when covering face-to-face duties we would expect smart attire to be worn. Costs for this can be reclaimed.