

Lancaster City Council - Job Description & Person Specification

Job Title:	Resident Support Officer	Grade:	GS6	Job Code:	LCC513
Service/Team:	Housing and Property / Customer Services	Job Family Group:	Hybrid	Reports to:	Customer Services Supervisor
Line Manages: *Title/s & LCC Code	Not Applicable				

Job Overview
To work with the Community Hub Support Officer to administer the Household Support Fund. This is through an application-based process as well as targeted support. You will identify residents who need additional support and work closely with the Citizens Advice Bureau. As part of the application process for the Household Support Fund you will refer applicants to Citizens Advice and be responsible for awarding support based on their recommendations. You will also work with other internal and external partners to promote the Household Support Fund and ensure robust referral channels are in place.
Direct Responsibilities
<u>Customer Service and Communication</u> Serve customers on the telephone, face to face, electronically and in writing. Deliver a knowledgeable and professional service to all residents from the first point of contact. Take individual responsibility for resident enquiries, complaints, and requests. Record and progress service requests where appropriate. Ensure all information provided to our residents is accurate and in accordance with current legislation, statutory guidance, and Council policies. Respond to challenging customers empathetically and sensitively identifying those with complex needs and referring/signposting to partner services as appropriate. Consistently deliver reliable customer service Capture information and identify customer needs through effective questioning and listening. Provide residents with comprehensive responses to a wide range of enquiries and signpost where appropriate to the Customer Service Advisors. Respond to all residents with courtesy and respect always showing an understanding of people's individual needs and equality of opportunity. Provide all residents with a positive impression of yourself, the district, and Lancaster City Council Work pro-actively to build positive relationships with our partner organisations and our external and internal customers.

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Seek to develop and support effective teamwork.

Work collaboratively and flexibly as part of a team. Promote and support good working practices within the Customer Service Centre, with other Council colleagues and our partner organisations.

Information Communications Technology

Access and maintain computer records.

Consistently and carefully enter customer information on a range of computer systems.
Maintain attention to detail when inputting information to ensure customer records are accurate and give a true representation of their circumstances and requirements.
Safeguard the security and confidentiality of all information as stipulated by the relevant legislation (including GDPR and Freedom of Information).

Council Procedures

Consistently demonstrate and ensure that all relevant legislation, guidelines and procedures are adhered to.

Help the team meet the Council's customer service standards and handle complaints and feedback in line with Council procedures.

Primary Measurable Objectives

- To gather details of a residents needs and refer to the Citizens Advice Bureau for debt and budgeting advise where appropriate.
- Work with the Community Hub Support Officer to help administer the Household Support Fund.
- Identify more complex enquiries and signpost as appropriate to both internal and external partners.
- Demonstrate, through a range of different methods, a standard of customer service that exceeds the expectations of our customers.
- Actively contribute to providing a service that maximises equality of opportunity, extends accessibility to all sections of the community and puts the customer at the heart of everything we do.
- Conduct welfare checks / calls as required.
- Refer residents to the voluntary sector.
- Support the Customer Services Team with lower-level enquiries where required.
- Identify cases where bespoke support is appropriate and escalate these cases to the Customer Service Supervisors

Staff Management Responsibilities

- Not Applicable

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Person Specification			
Knowledge & Educational Requirements	Essential Criteria	Desirable Criteria	Assessed by: App Form, Interview, Certificate, Test, Other...
Specialised Qualifications & Training			App Form, Interview, Certificate
Experience	High level of customer service skills and experience		App Form, Interview
Job Related Skills, Knowledge & Abilities	Functional knowledge of Microsoft applications (Outlook, Word, Excel)	Familiarity with wider council and key partner agency purposes and functions Knowledge of GDPR and Freedom of Information legislation; however, training will be provided.	App Form, Interview
Personal Attributes Including Interpersonal & Communication Skills	Ability to communicate clearly both verbally (face to face and telephone) and in writing. Capable of consistently completing computer records accurately		App Form, Interview

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Special Requirements/Other	Ability to obtain basic DBS clearance.	A full current UK driving licence is desirable but not essential.	Certificate
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Additional information

Lancaster City Council Specific Knowledge

Once in post, have an:

Understanding, implementation and adherence to Lancaster City Council's policies and procedures.

Understanding, implementation and adherence to Our Values.

Understanding of the post holder's own and their team's contribution to the Council's Corporate Plan.

General Statement

The above duties and responsibilities do not include or define all tasks that may be required of you. Duties and responsibilities may vary without changing the general character or grade of the role.

As a normal part of your job, you are expected to routinely undertake corporate activities on behalf of your Directorate, appropriate to grade of the role.

Learning and Development

You are expected to undertake any training and development appropriate to the current and future needs of the post.

Health & Safety at Work

All members of staff are responsible for fulfilling their health and safety roles and responsibilities, as outlined in the Job Description above. It is the employee's responsibility to ensure that they are familiar with the Council's health and safety policy, procedures, work instructions and relevant risk or other health and safety assessments pertinent to their work tasks, and that they carry out their work tasks in accordance with the significant findings of such.

Equal Opportunities

Lancaster City Council is an Equal Opportunities employer and has equal opportunities policies with which you are expected to comply at all times. The City Council condemns all forms of harassment and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias.

Climate Emergency

You will be expected to conduct your work activities in a way that demonstrates understanding of, and alignment with the requirements of delivering the Council's response to the Climate Emergency.

Community Safety

Section 17 of the Crime and Disorder Act requires local authorities to consider the community safety implications of all their activities. Officers of Lancaster City Council should have an awareness of community safety and consider any community safety implications within their own area of responsibility.

Safeguarding

Lancaster City Council delivers a range of services and activities that impact on the lives of children both directly and indirectly. Safeguarding children, ensuring their welfare, safety and health is of paramount importance. We are committed to providing safe and supportive services that will give children the opportunities to achieve their full potential.

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Employee Signature:		Print name:		Date:	
Manager Signature:		Print name:		Date:	