

Role Profile

Job title	Customer Support Officer
Grade	Level 1 – Grade C Level 2 – Grade D
Reports to	Customer Support Team Leader
Politically restricted post	No
DBS requirement	Basic

Team Summary

The Customer Support Team has a focus on delivering core processes within the Housing & Operations Directorates as efficiently and effectively as possible. Working as an empowered and multi-skilled team to provide a professional and efficient first point of contact for council services across all access channels – online forms, emails, telephone calls, web chat, written correspondence, back-office workflows and in person. The team process enquiries and applications using technical knowledge, business rules, statutory guidance, policies and internal procedures. Additionally, the team are skilled in providing advice and guidance to customers, to signpost to third party agencies where appropriate and to support and enable customers to transact online.

Role Purpose

The Customer Support Team delivers the above for the following areas within the council:

- Housing Service (including Tenancy Management, Compliance, Major Works and Leaseholders)
- Housing Allocations
- Private Sector Housing
- Grounds Maintenance
- Burials
- Local Land Charges
- Parking
- Licensing
- Waste Services
- Environmental Health & Protection
- Property Services

Additional responsibilities within the Customer Support Team include the Customer Access Point and the role of the Civic Wardens.

Customer Support Officers will develop a range of skills, knowledge and, in some instances, specific qualifications that are required to undertake the role. Officers' grades will be reflective of their duties.

Key Tasks and Responsibilities

All Levels:

- To be the first point of contact for all customer enquiries and transactions, seeing requests through to completion or referring to the relevant department/officer as appropriate.
- To ensure that all enquiries and applications are processed in an efficient, accurate and professional manner in line with statutory requirements, the council's business needs, policies, objectives and service delivery objectives.
- To ensure customers are encouraged and supported to self-serve through the council's and other organisations websites.
- To maintain strict confidentiality and ensure that data protection regulations are consistently adhered to.
- To deliver a comprehensive and multi-skilled customer service with a particular focus on delivering a fast and accurate one touch service.

- To be proactive in identifying any changes to systems or processes which will improve the customer journey and/or streamline service by providing efficiencies and more robust ways of working.
- To proactively participate in any relevant cross training or upskilling to develop areas of knowledge and provide an ongoing commitment to personal development.
- Signpost customers to other organisations or agencies for assistance where relevant ie. Money Advice Service, Refer Net, National Debt Line, Citizens Advice Bureau, Kent County Council, Porchlight, Shelter etc.
- Liaise with other agencies to provide guidance and advice on homelessness and the housing list to enable them to help their clients.
- To be flexible to the needs of the team and the organisation ie providing cover for the Customer Access Point or other areas ie elections when required.
- Build and maintain effective working relationships with all staff, service areas, members and other stakeholders.
- To proactively prioritise and manage juggling different work types ie ensuring that telephone wait times are kept to a minimum whilst adhering to standards in other work.
- To share information, knowledge and best practice with other team members in order to promote an ethic of continual improvement within the team.
- To promote a positive team spirit by working well with other team members, sharing responsibility of common goals and understanding different roles and responsibilities.
- To carry out other duties commensurate with the grade, skills, experience and qualifications of the post holder as directed and as may be required from time to time.
- To encourage residents to register online to vote and to respond to registration and election enquiries.
- To identify and prioritise safeguarding concerns, as per the council's safeguarding policy.
- To actively demonstrate the values and behaviours of the council.

Level 1:

- Respond to relatively straightforward customer enquiries and undertake the simpler cases that will require sufficient understanding of the relevant service processes, regulations and legislation.

Level 2:

- Fully competent in undertaking all aspects of more complex cases independently and across all mediums.
- Train and mentor new staff in specific areas.

Initially, staff will undertake the duties that they transfer into the team with, but in time they will undertake training to be able to undertake other similar level tasks to provide capacity and resilience to the team. Progression through the levels / grades will be based on the needs of the business.

Specific Tasks and Responsibilities

Duties undertaken by the team will include:

Customer Access Point, Environmental Services, Grounds Maintenance, Waste Service & Taxi Licensing

- To provide an assisted self-serve service in the Customer Access Point, supporting and encouraging customers to use online services via the self-serve tablets. To inform Housing Options of all homeless walk-ins (on the day) and assist homeless customers to set up and access their portal.
- To provide switchboard cover, directing customer enquiries to the correct service area or officer.
- To assist, encourage and support customers to complete requests online for the recycling & waste services (including missed bins, contaminated bins, additional bins for larger households, bulky waste collections, garden waste scheme, fly tipping & fly posting, full or damaged litter bins, street

cleansing, dog fouling, leaves/weeds, abandoned cars, reports of dead animals, used needles and clinical waste & sharps collections).

- To monitor and respond to all email enquiries via the generic mailboxes and the cases, processes, and emails in Salesforce.
- To record annual leave and process any staff timesheets as appropriate.
- To place orders for equipment/goods where necessary
- To raise purchase orders for required goods and services and to goods receipt purchase orders as required.
- To report and discuss safeguarding issues with a designated safeguarding officer and to complete the safeguarding concern form.
- Process invoices in a timely manner.
- Monitor energy usage and ensure any anomalies are reported in a timely manner.
- To process taxi licensing applications and renewals and deal with any general enquiries

Corporate Expectations

- Adhere to the council's safeguarding policies and procedures and undertake relevant training in order to help protect children and vulnerable adults within the district.
- To comply with legislation, council policies and procedures including the Data Protection Act, Freedom of Information Act, Information Security Policy, the Code of Conduct for Officers and to participate in any Emergency Planning activities as required.
- To actively demonstrate the values and behaviours of the council.
- To ensure our customers are valued by taking into account their views and needs in all that we do.
- To contribute to the development and achievement of relevant corporate and service objectives by suggesting ideas for service improvements.
- To communicate openly and honestly with colleagues, members and customers.
- To undergo any training necessary to be able to fulfil the requirements of the job.
- To carry out other duties commensurate with the grade, skills, experience and qualifications of the post holder as directed and as may be required from time to time.

Qualifications

Level 1: Good standard of education with a minimum of 5 GCSE's or equivalent is essential, NVQ2 Business Administration would be desirable.

Level 2: Good standard of education with a minimum of 5 GCSE's or equivalent is essential, educated to A Level / NVQ Level 3 standard or equivalent would be desirable.

Knowledge, Skills & Experience

All Levels:

- Ability to work as part of a team
- Excellent written and oral communication skills
- Attention to detail and accuracy
- Competent user of IT, particularly Microsoft Office, with an ability to learn new systems quickly
- Proactive and committed to continued service and personal development
- Ability to adapt and organise work to meet deadlines whilst maintaining high standards
- Professional and customer focused approach
- Ability to build working relationships at all levels

Level 1:

- Introductory Grade for new starters
- Responsible for parts of service area work without undertaking all expected aspects of the service areas independently.

- Does not deal with all aspects of communication and transactions (e.g. working on telephone calls and emails only)

Level 2:

- At least 2 years continuous service in the role (or exceptional cases could be considered earlier)
- Consistently meets or exceeds performance expectations/targets and can demonstrate that over a period of time
- Consistently displays or exceeds core values, competencies and behaviour expectations and is able to provide suitable evidence
- Fully competent in undertaking all expected aspects of complex service areas independently, e.g across all required mediums, communication channels and back office transactions

