Job Description and Person Specification

POST IDENTIFICATION

Post Title:	Customer Services Assistant
Job Evaluation ID:	2314EN
Grade:	5
Directorate:	Housing and Environment
Division:	Environment and Regulatory Services
Section:	Sport and Leisure Services or any other relevant service within the Community and Leisure Services Division
Location:	The potential work base for every employee is in any of the facilities managed by Community and Leisure Services within Caerphilly County Borough Council
Responsible to:	Customer Services Officer

JOB PURPOSE

Provide a comprehensive administrative function to the relevant service group within the Community and Leisure Services Division.

KEY RESULT AREAS

- Responsible for customer / staff support and queries across the relevant service group.
- Responsible for processing bookings and customer queries on the relevant systems. Ensuring payment for all bookings by either a cash / card payment or raising an internal invoice via OLAS / Proactis. Administer, record and action Direct Debit Memberships, including production and running of monthly BACS files and reports.
- Ensuring all income and banking documentation is accurate and appropriately authorised and internal records are appropriately maintained.
- Providing administration support for all departments within the relevant service group.
- Producing reports from the service management systems.

DETAILED TASK PROFILE

Service Delivery

- Responsible for the distribution and posting of internal and external mail.

- Assist sections of the department as and when necessary in administrative functions.
- Responsible for ordering and maintaining accurate records.
- Responsible for ordering and maintaining appropriate stationery levels.
- Keep abreast of information of all Council services, organisational changes and other public and community information, in order to provide up to date information to customers and staff.
- Prepare and maintain accurate records, including but not limited to; details of customer comment cards, internal memos, letters, spreadsheets, databases, monthly accounts and general queries.
- Maintain accurate records on Borough, Regional and National objectives.
- Maintain accurate information on market forces and competitor initiatives as directed by the relevant service manager.
- Take responsibility for the resolution of customer enquiries providing a single contact response. Effective resolution may involve accessing and looking through information from a variety of different databases and sources.
- Accurately take complex and personal information from a variety of sources and be able to deliver to the customer using manual or computerised systems
- Take action to improve reliability of service based on customer comments and alert others when decisions need to be made.
- Contribute to and participate in the continued improvements within the relevant service group.
- Assist in the process of change by persuading and influencing individuals and teams to adopt new work patterns, idea and corporate initiatives.

Workforce

- Liaise and work effectively with colleagues in other departments and outside agencies in order to improve service provision and access to services.
- Work as part of a multi-disciplinary team to ensure effective delivery of services.
- Flexible working to support operations outside of core office hours.
- Keep records of staff attendance, TOIL, holidays and sickness absence.

Financial

- Ensure all payment documentation is appropriately completed for both internal and external customers and appropriate details recorded.
- Process and accept payment for activities and facilities.
- Accept special booking requests and follow internal procedures to confirm the bookings.

Data Analysis

- Provide and evaluate data obtained for statistical purposes including the production of relevant management reports.

- Take an active role in developing the use of information technology to meet the needs of the customer and service.

KEY WORKING RELATIONSHIPS

- Liaise with internal and external suppliers for goods and services and ensuring appropriate payments are made / received.

- Liaise with regional and national sport and leisure Governing Bodies.

- Liaise with relevant service group customers, both internal and external.

- Liaise with employees within the relevant service group.

- Liaise with Council wide employees as the post demands e.g. Finance, Payroll, HR, Audit.

VALUES AND BEHAVIOURS

Accountability

1. **Take responsibility for your work** – Own your decisions, tasks and outcomes.
2. **Deliver on your commitments** – Meet deadlines, honour promises and let your team know early if something might slip.
3. **Be honest about mistakes** – If you make an error, acknowledge it quickly and take action to fix it and learn from it.

Trust

1. **Be honest and transparent** – Communicate openly, tell the truth, and don't hide mistakes or important information.
2. **Act with integrity** – Do the right thing, even when no one is watching, and treat everyone with fairness and respect.
3. **Listen actively and respectfully** – Show that you value others' perspectives by giving your full attention, asking questions, and responding thoughtfully.

Respect

1. **Treat everyone with courtesy** – Act politely, use respectful language, and show kindness in your daily interactions.
2. **Value differences** – Show appreciation for diversity, different ideas and perspectives.
3. **Acknowledge contributions of others** – Give credit where it's due and show appreciation for efforts of others.

Honesty

1. **Communicate clearly and directly** – Be clear, concise and open with your language.
2. **Speak up about concerns or unethical behaviour** – Report issues respectfully and responsibly.
3. **Give honest feedback respectfully** – Share constructive feedback that's truthful, helpful, and aimed at improvement.

Working together

1. **Share information and ideas openly** – Keep colleagues in the loop, collaborate effectively and contribute knowledge that helps the organisation to succeed.
2. **Offer help and support** – Step in when others need a hand and offer your time and skills.
3. **Resolve conflicts constructively** – Address disagreements calmly, listen to all sides, and focus on solutions.
4. **Celebrate team successes** – Acknowledge wins and recognise the contributions of others.

RESPONSIBILITIES FOR STAFF

Post Titles, Numbers and Level of Accountability

- No line management responsibility.

RESPONSIBILITIES FOR RESOURCES

Financial; Plant; Buildings or Equipment

- Responsible for the safe and appropriate use of PC and peripherals.
- Responsible for collection, processing and monitoring of the Sport and Leisure Services Direct Debit scheme.
- Responsible for resolving financial queries raised by staff and customers including refunds, credits and invoicing.

Data Systems

- Operate within the scope of the Data Protection Act and ensure client confidentiality at all times.
- Joint responsibility for the operation, maintenance and support of the relevant service group management and support systems.
- Joint responsibility for inputting and manipulating data on various systems relevant to the individual service area.

WORKING ENVIRONMENT

- Based within an office as directed by the relevant service group.

ADDITIONAL REQUIREMENTS

Politically Restricted:	No
Disclosure and Barring Service Check:	No
Barred List Check:	No
Baseline Pre Employment Medical Assessment:	No
Registration:	No

ORGANISATIONAL RESPONSIBILITIES

Understands and demonstrates the principles of confidentiality.

Work within the policies and procedures of the Council including recognising the duty to protect vulnerable adults, children and young people.

Understands and demonstrates commitment to the Council's policies.

Demonstrate commitment to ongoing personal development.

The duties and responsibilities are difficult to define in detail and may vary from time to time without changing the general character of the duties or level of responsibilities entailed. The post-holder is therefore expected to undertake such other duties as may be requested provided the general character of the duties or level of responsibility does not change.

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
QUALIFICATIONS	NVQ Level 3 and/or BTEC National and/or ONC or equivalent level on the Qualification and Credit Framework or willingness to undertake and achieve this award up to Level 3	European Computer Driving Licence (ECDL)
KNOWLEDGE	Competent in the use of all Microsoft Office applications	Competent in using specific service group software packages including; Gladstone Mrm, Learn2, Smart Connect, Communicate, STA Admin Competent in the use of financial software systems including OLAS and Proactis Knowledge of BACS processes
SKILLS	Good time management skills Ability to work under pressure and to deadlines Ability to cope with a variety of complex and broad range of information sources Proficiency in the use of spreadsheets and data analysis Interact effectively with the team and customers dealing fairly and assertively with difficult situations and behaviour Able to solve problems and deal with difficult situations Able to present self confidently, especially under pressure by delivering clear concise messages and maximising information technology to aid communication Excellent communication skills in a variety of media with both internal and external customers	Experience of administration in a front line service delivery setting Ability to type 50-60 wpm audio and copy
EXPERIENCE	Experience of dealing with the public in a front line service	Experience of working to prescribed protocols

	ESSENTIAL	DESIRABLE
	capacity, including face to face and telephone Experience of utilising multiple IT databases Demonstrable experience of working in an administrative role in a busy office environment	Experience of working relationships with internal and external partners
OTHER	Flexibility with regards to working hours as required Behave positively and appropriately to both internal and external customers in order to promote good relationships Ability to work across relevant service group locations as directed	

HUMAN RESOURCES AUTHORISATION

HR OFFICER:	DATE:
Janine Harrington	23/01/2015