Mansfield District Council

Job Description

Post title	Customer Liaison, Policy and Standards Officer	**Grade**	4
Department	Neighbourhood Services	**Post ref**	

Overall job purpose
• To provide the primary point of contact for both household and commercial customers of Neighbourhood Services responding to initial enquiries and complaints. • To support the Systems and Customer Relations Manager to develop policy and service standards relating to the service area.

Reporting relationships	
Reports to:	Systems and Customer Relations Manager
Responsible for:	N/A

Key tasks and responsibilities – post specific
Develop and maintain a full set of policies and service standards relating to the service area
Providing a customer focused service acting as first point of contact for customers to respond to enquiries complaints etc and taking appropriate action
Work closely with commercial Trade Waste, Waste Transfer Station, Street Services and Town Centre Services customers to identify their service requirements, any invoicing needs, and act as their main point of contact throughout their contract
Facilitate market and car parking payment arrangements and appeals
Work with the Finance Team to identify any commercial accounts with an unpaid invoice and work with the customer to ensure this is resolved
Support the customer sign-up for the garden waste and shopmobility schemes operated by MDC
Support with the booking and facilitating of events
Work with the Customer Contact Team and relevant service areas to resolve any service requests or complaints from Neighbourhood Services customers through the corporate system including parking and related enforcement issues, ensuring that customer needs are met where possible.
Liaise with operational teams to ensure that requested service delivery is programmed into deployment, and actioned accordingly
Provide recycling and waste minimisation advice to customers and organisations as required
Prepare the regular monitoring information for submission to DEFRA with regard to waste services, alongside wider information for CLT and elected members for other service areas
Liaise with the Marketing and Communications Team to prepare material to attract new commercial customers and promote initiatives to enhance and improve service delivery
Key tasks and responsibilities – corporate
Operate according to the Council's corporate values and codes of behaviour.
Ensure that at all times all Health & Safety legislative requirements are met; that the Council's Health & Safety Policy, its arrangements and procedures are implemented. This includes, where applicable, taking responsibility for personal health and safety and having regard to other persons affected by the performance of the duties of the post; ensuring that risk management objectives are delivered and other risk management activities are effectively implemented and monitored.

Exercise proper care in handling, operating or safeguarding any equipment, vehicle or appliance provided, used or issued for the performance of the duties of the post.
Have a commitment to and understanding of the Council's approach to equality and diversity and promote and deliver fair, sensitive and quality services.
Comply with all relevant Council policies and procedures including code of conduct, financial regulations, HR policies / procedures, Data Protection, Freedom of Information Act and ICT Codes of Practice.
Adhere to relevant working practices, methods and procedures including undertaking relevant training and development as required and respond positively to new and alternative ways of working.
Carry out any other reasonable duties and responsibilities commensurate with the grade and level of responsibility of the post.
Engage with digital models of service delivery and support the implementation of digital working methods.
Manage and / or use resources in ways that ensure value for money and support the commercialism agenda.
Demonstrate a commitment to the delivery of excellent service for all customers and service users.

Employee signature			
This job description represents a statement of the duties of the post but does not include all minor duties. It is inevitable that over time the nature of an individual post will change and existing duties many be lost and others gained without changing the general character of the duties or the level of responsibility. As a result the Council expects that this job description and person specification will be subject to revision.			
Employee signature:		**Date:**	