Job description

Post title: Customer Service Officer (temporary contract)

Team: Customer Services

Approved grade: Band B

Job purpose:
• To resolve the majority of customer enquiries, irrespective of channel, at the first point of contact including but not exclusive to, the welcome desk, customer service centre and call centre, to agreed service levels, and in accordance with statutory requirements.
• To provide reception cover, meet and greet visitors, floor walk to assisting customers to self-serve, providing customers with their service request or signposting them to colleagues or other partner agencies.
• To provide a single point of access for the Council's customers to the complete range of Council services and to other community service providers.
• To provide a high level of customer care, focusing on customer need, and advocating on behalf of the customer with departments of the Council.

Main duties and responsibilities:

Band B:
• To take personal responsibility for resolving, to a high quality, customers enquiries at first point of contact, irrespective of channel, or signposting as appropriate
• To be flexible to provide reception cover, meet and greet visitors, floor walk and assist customers to self-serve
• To handle enquiries up to the level trained and with confidence and knowledge, know when to refer the customers to Band C colleagues
• Maintain customer related information on specialised software systems by inputting, updating and extracting data
• To professionally handle a range of different situations and react as appropriate with tact, diplomacy and empathy
• To respond positively and practically to all internal and external feedback to build and improve upon the service provided

Band C:
• To complete the career graded move from Band B to C you need to show full competency and independence in the following areas:

- Council Tax

- Benefits

This will enable you to provide a single point of access for the Council's customers to the complete range of Council services and to other community service providers.

General responsibilities:

Customer Focussed

- To always see the service through the eyes of the customer and make suggestions for improvement where appropriate
- To carry out duties efficiently and effectively
- To constantly challenge own performance and make improvements
- To help build pride, passion and reputation for NWLDC
- To participate in the Council's appraisal scheme and to undertake any necessary training and development as identified for the job role
- To ensure high standards of health and safety practice are maintained in accordance with council policy, including the health and safety and welfare at work of themselves and colleagues.
- To promote the Council's Equality and Diversity Policy to ensure service provision and employment practices are non-discriminatory.
- To undertake any other reasonable tasks appropriate to the grading of the post and as required by the line manager
- To assist in the event of a civil emergency in any way as instructed

This job description describes the general duties of the job and does not rule out other duties which are necessary for the efficient service delivery of the council and team in serving its communities and meeting its objectives.

In consultation with you, it may be varied by the council to reflect actual, contemplated or proposed changes in or to your job.

Your manager will commit to providing relevant, identified support and training in return for your commitment and dedication to the job role.

Organisation

To help you see where this post fits into our organisation, we've added a link to our organisation chart. Click HERE to view

The role of **Customer Service Officer** is part of the Customer Services Team, which is within the Resources Directorate.

Completing the application form

Key criteria

Key questions or criteria are developed to set minimum criteria for this job.

In the role of **Customer Service Officer** it is essential that you can answer yes to the following criteria:

- Are you eligible to work in the UK?
- Do you have demonstrable experience of direct contact with members of the general public?
- Do you hold a GCSE or equivalent in Maths and English at Grade 4/C or above?
- Do you hold qualification in Customer Service or are you willing to gain one?

When completing the application form you will be asked to give evidence as to how you meet these key questions.

Values

At North West Leicestershire District Council we have developed a set of values that run through the work we do. We think these values are so important that we like to include them as part of the shortlisting process. On the application form you will have the opportunity to answer a question based on our values, giving examples of how you will follow them in your work. People selected for interview will be asked a values-based question

Trust - As an organisation we want to be open, fair and transparent, and to be trusted that we will deliver our promises. Please give examples of how you have delivered what has been requested.

Respect - Our community is made up of many different people with different needs, all of them important. Please give examples of how you will respect and value customers and colleagues, taking into account their individual needs.

Excellence - North West Leicestershire District Council wants to lead the way and be the best we can for our community. Please give examples of how you make sure your work is of high quality.

Pride - The council is working to make North West Leicestershire a happy, healthy and vibrant place to work and live. Please give examples of what you do in your work to show pride in your workplace and community.

Growth - Life in North West Leicestershire District Council is not about standing still. We aim to work together to grow and to continually improve. Tell us about what you have done to help you do your job better and bring more quality to your work.

Job requirements

In order to be successful in this job you will need to be able to meet the following requirements. At the interview, the panel will be looking for evidence that you meet the following criteria. Not only are we looking for evidence of work experience and knowledge but we are also looking at behaviours.

Experience, skills and knowledge
Diplomatic and able to empathise with customers

Able to quickly build and maintain rapport with a varying range of people
Accurate and methodical
Able to work using own initiative
Aptitude to use existing frameworks to solve customer enquiries
Effective influencing and negotiation skills
Self-motivated, positive and able to embraces changes
Able to remain calm in difficult situations
Creative and confident to challenge traditional ways of working
Communication, behaviours and interpersonal skills
Previous demonstrable experience of working in a customer-facing role and of delivering an outcome focused service
Effective customer care skills
Knowledge and understanding of the delivery of excellent customer care
Demonstrable experience of dealing directly face to face with the public
Effective communication skills (verbal and written)
Effective listening skills
Able to effectively operate a varying range of ICT software packages, including Microsoft Office suite and bespoke systems

We will use a number of assessment techniques throughout the process, these may include:

- interview
- group discussions
- work-based exercises
- psychological profiling
- presentations
- references

Conditions of service

A full statement of the terms and conditions of employment will be given to you if you are the successful applicant. However, the following provides a summary of the main terms and conditions.

Salary scales

Band B

Spinal Column Point	Full-time salary
5	£26,427 pa
6	£26,847 pa

Band C; subject to meeting the competency criteria

Spinal Column Point	Full-time salary
7	£27,274 pa
8	£27,709 pa
9	£28,153 pa
10	£28,608 pa
11	£29,071 pa

Salary is paid on the 25th day of each month, by bank transfer.

Hours of work

Hours of work are 36.25 hours per week.

The working pattern for this job is Fixed.
Monday - 7.25 hours, 8.45am to 5.00pm with 60 minutes for lunch
Tuesday - 7.25 hours, 8.45am to 5.00pm with 60 minutes for lunch
Wednesday - 7.25 hours, 8.45am to 5.00pm with 60 minutes for lunch
Thursday - 7.25 hours, 8.45am to 5.00pm with 60 minutes for lunch
Friday - 7.25 hours, 8.45am to 5.00pm with 60 minutes for lunch

The work may involve evening and weekend working.

Hybrid working

Where possible staff will work from home and the offices. If your job allows this, you will be provided with the necessary equipment (laptop etc.).
This role requires initially working at the Customer Centre in Coalville whilst training is completed and then regular working at the Customer Centre on rota basis.

Temporary Contract

This is a temporary contract ending 12 months from the start date with the council.

Holiday

Full-time annual leave entitlement is 25 days, which increases to 29 days after five years' continuous service in local government. In addition, there are 8 bank holidays and 1 concessionary day.

A scheme is in place whereby you can buy limited additional annual leave on a salary sacrifice arrangement.

Notice

This post requires a notice period of 4 weeks.

Pension

You are automatically included in the Leicestershire Pension Fund. Pension rights are usually transferable if an officer moves from one public authority to another.

Probation

Your appointment is subject to satisfactory completion of a welcome and settling in period. During this time, your manager will support you to settle into your role, understand the

expectations of the post, and review your progress through regular check-ins. The settling-in period provides an opportunity to identify any support, training or adjustments that may help you succeed in the role. Continued employment will be subject to satisfactory progress during this period, in line with the Council's Welcome and Settling-In Procedure.

Smoking at work
The council has a Smoke Free Council Policy in place. This includes e-cigarettes.

Use of vehicles
A casual car user mileage allowance is payable should the car be used for business use.

Immigration, Asylum and Nationality Act 2006
You must be eligible to work in the UK. Candidates will be required to provide original evidence of his/her eligibility to work in the UK. (Passport, national insurance number, or visa/work permit).

Medical assessment
Any offer of employment will be subject to a satisfactory medical assessment.

Local Government Reorganisation/Devolution
Applying for roles in local government is a positive step, offering huge opportunities across various roles. Currently, changes are being made to the structure of local government, following the Government's direction for devolution. By 2028, we will be part of one unitary council covering a larger area. Most North West Leicestershire District Council roles will transfer to the new authority, retaining existing pay, terms, and conditions, and involving similar job responsibilities. While some aspects of your job may evolve, such as the geographical area you cover, your core role will remain the same.

The Devolution Act may affect how we work in the future. To learn more about what this means, visit: Local Government Reorganisation and Devolution - North West Leicestershire District Council and email hr@nwleicestershire.gov.uk if you have any questions.

Your application

References
One of your referees must be your most recent employer.

Offers of employment are made subject to our receiving satisfactory references. You should check that your referees are happy for us to contact them. If you need to contact your referee before we contact them, please mark this clearly on your form.

Do not hand in your notice before we have received satisfactory references.

Do not use relatives or partners as a referee, as these will not be accepted.

Equalities

In accordance with current legislation and codes of practice we aim to ensure that no councillor, employee or prospective employee will be treated unfavourably on the grounds of marital status, gender, age, disability, sexual orientation, race, nationality, ethnic or national origins, trade union membership or activity, political or religious belief and unrelated criminal conviction.

We will take every possible step to make sure that individuals are treated equally and fairly, and that decisions on recruitment, selection, training, promotion and redeployment are based solely on objective, non-discriminatory criteria.

The council aims to employ a workforce that broadly reflects the community we serve. Appropriate steps will be taken to ensure that individuals from groups that are currently under-represented in the council's workforce are encouraged to apply for posts within the authority.

The council will continue to develop and implement non-discriminatory practices to ensure that individuals are treated with dignity and respect. In attempting to ensure equality in all matters of employment applicants are asked to complete the equal opportunities policy form at the end of the application form. The information contained on this form is strictly confidential and is treated separately from the application form, remaining with HR.

Disabilities

Applicants with a disability will be offered an interview if they meet the essential requirements of the post.

An applicant with a disability should be able to carry out the duties and responsibilities of the post set out in the job description and meet the requirements of the post 'with reasonable adjustment' within the meaning of the Equality Act 2010. This also requires the employer to make any 'reasonable adjustments' if an applicant is selected for interview.

We will provide practical assistance to applicants with a disability to help them complete the application form and, if selected, attend an interview - for example, providing accessible venues, test materials in formats such as Braille and / or tape, rest periods during the interview process and a support worker for the interview. If you require any help, please contact the Human Resources Team.

Care Leavers

Care leavers will be offered an interview if they meet the essential requirements of the post.

Personal information

We need your personal details so that we can contact you. Write your name, address and a contact telephone number clearly. These details will not be included in the form when it is shortlisted.

Relationships to officers and councillors

You must declare if you are in any way related or the partner of a councillor or officer of the council. If you are related to such a person, you must state if you are their parent,

grandparent, partner, child, stepchild, adopted child, grandchild, brother, sister, uncle, aunt, nephew or niece. This will not prevent you from being appointed.

You must not seek the support of a councillor for any appointment in the council. If you seek the support of a councillor, you will be disqualified from that appointment.

Dates you are unable to attend

You should indicate any dates that you are unavailable for interview. We will try to ensure that this information is taken into account when interview dates are set, however we cannot guarantee being able to offer you an alternative date.

Declaration

Your application must be electronically signed and dated. Any information that is false will disqualify you from appointment, or, if appointed, will mean you may be dismissed without notice.

What then?

After the closing date, your application will be considered and if what you have provided meets the requirements of the post you have applied for, you will be invited to interview. The shortlisting officers will only use information from the application form and will not make assumptions.

The interview

In line with our carbon-neutral ambitions, we are aiming to carry out some interviews virtually as well as face to face.

The interview panel will be made up of at least two members of staff. The panel will ask the same basic set of questions to each candidate. The panel may also ask supplementary questions based on your answers. They will be looking for you to give examples of what you have done and of your experience that is relevant to the job.

You may be asked technical questions about your experience, skills and abilities and the panel will also look at how you behave in work situations and what your preferred working style is. This is to assess your ‘fit’ within the organisation. If the ‘fit’ is right then you will be happier in the job and we’ll be happier with your performance.

Interviews are a chance to get to know you and that you get to know us. It is also your chance to ask questions about the job, terms and conditions of service, etc.

You may notice members of the panel making notes, so that they can recall how you have answered the questions. The notes will be used to help the panel make a decision as to who the best candidate was. An assessment sheet with the criteria from the person specification will be completed so that the reasons for their decision are consistent and justified

Occasionally we will need you to undertake a personality profile and tests as part of the selection process. This helps us to assess your skills, experience and knowledge in a way

that is more efficient than asking questions. The tests will always be job related and will be just one of the factors considered that will be considered when making an appointment. You will be notified in the invitation to interview if the selection process is to include personality profile or tests.

Often several people will be invited for interview and whilst we make every effort to remain on schedule, your interview may take place later than your appointment time. If this happens, we will not rush your interview.

After the interview the panel will let you know of when and how you will be informed of the outcome. The panel members will discuss their individual marks against the assessment sheet. If you have done a test the marks from this will also be considered at this stage. The panel will then make a decision as to who matches the employee specification most closely and select the successful applicant.

What can I expect if I'm successful?

If you're successful at interview you will become part of an organisation that wants the best for its employees. Our commitment to you is that you will ….

Be part of our team– you've already become part of us through our recruitment processes

Be welcomed – our onboarding programme for new employees includes a settling in period and probation

Be valued – we will continually support and encourage you through regular appraisal and one to ones

Be your best – we will support you and inspire you through our training and development processes

Be in the know – our employee engagement package offers a range of schemes and programmes to ensure you feel informed and valued throughout your time with us

Be prepared – when you leave our employment, we want you to have benefitted from your time with us and keep in touch.

