

## CAMBRIDGESHIRE COUNTY COUNCIL

### PERSON SPECIFICATION

**Job Title:** Customer Care Officer  
**Directorate:** People and Communities  
**Reports to:** Jo Shickell, Customer Care Manager  
**Grade:** S01

The following criteria are appropriate for this post. You must meet the essential criteria in order to be shortlisted for the post and it would be advantageous if you meet the desirable criteria.

#### **Education, Qualifications & Training**

##### Essential

- One of the following:
  - Educated to A level; OR
  - NVQ3 in Administration or Management; OR
  - Equivalent standard (e.g. GNVQ, BTech)

##### Desirable

- Degree, HNC, HND, NVQ level 4 or equivalent professional qualification
- IT Qualified to CLAIT / IBT2 / RSA / ECDL

#### **Knowledge & Experience**

##### Essential

- Ability to understand and apply principles and procedures to customer service
- Proficiency in the use of the standard MS Office suite – Word, Excel & Outlook, and ability to quickly learn the use of specified computer programs as relevant to the role (ICS, ERP Gold, CamWeb, etc.)
- Awareness of complaint handling policies and procedures relating to Children's Social Care

##### Desirable

- Experience and involvement with complaint handling/customer service
- Awareness of Local Government Ombudsman's guidance on how to manage Local Authority complaints, including Children's Social Care
- Experience in content management for Internet / Intranet webpages
- Experience in the preparation of formal correspondence, minute-taking, and report-writing

## **Skills & Attributes**

### Essential

- Meticulous attention to detail in written communication
- Excellent oral communication skills and ability to manage challenging conversations with tact and diplomacy
- Ability to understand complex issues and provide sound, professional and reliable advice in respect of Children's Services complaints
- Proven ability to use initiative
- Ability to remain independent, providing impartial advice to customers and professionals alike
- Ability to prioritise work effectively to meet deadlines

### Desirable

- Ability to build rapport with customers and professionals
- Ability to analyse information, to determine fault and identify innovative solutions to make resolution
- Ability to produce creative, visual tools for training purposes and to highlight feedback findings

## **Attributes (regarding CCC Behaviours Framework)**

### Core Behaviours

- Respect for Others (Level 2)
- Self Confidence (Level 1)
- Team work and Co-operation (Level 3)
- Customer Focus (Level 3)
- Planning and Organising (Level 2)
- Problem Solving and Decision making (Level 2)

### Role Specific

- Effective Communication (Level 3)
- Partnership working (Level 3)
- Negotiation and Influencing (Level 3)