

## **Job Description and Person Specification**

### **Principal responsibilities**

1. To resolve customer telephone and face-to-face enquiries relating to the full range of Council and partner services in a courteous and efficient manner in line with the Council's *Customer Service Processes*.
2. To facilitate customer access to Council and partner services.
3. To operate technology and equipment necessary efficiently and effectively to the position.
4. To competently operate several office IT systems including e-mail, Word, Excel, the Customer Relationship Management system, and back-office systems.
5. To accurately and efficiently complete administrative tasks relating to Council and partner services.
6. To always undertake the role for the benefit of the customer, regularly contributing ideas, suggestions, and feedback to supervisors to contribute to the effectiveness and improvement of the service.
7. To comply with and promote the Council's policies on equality of opportunity.
8. To undertake such other duties that are consistent with the job purpose and grade of post.

### **General responsibilities applicable to all jobs**

1. Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
2. Comply with the Council's policies and procedures including (but not limited to) safeguarding, financial regulations, promotion of equalities, customer care, agreed audit actions and health and safety (ensuring that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons).
3. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

## Person Specification

Attributes	Essential criteria	Desirable criteria
Education, Qualifications and Training	GCSE's at grade C or above in Maths and English (or equivalent )	NVQ3 Customer Care / Formal Customer Care training / qualification.
Experience and Knowledge	Demonstrate direct experience in providing in-depth advice to the public, either face to face or by telephone, in a multi agency setting.	Recent experience in Local Government
Ability and Skills	<p>Clear verbal and telephone communication skills.</p> <p>Listening skills.</p> <p>Ability to demonstrate numerical skills sufficient to interpret and analyse statistical information from customer accounts, bill payment queries or statistical data in a work environment.</p> <p>Ability to take initiative to resolve problems.</p> <p>Organisational skills with a systematic and methodical approach to work.</p>	CLAIT / ECDL / IT qualification

Attributes	Essential criteria	Desirable criteria
	<p>Ability to remain calm under pressure and deal sympathetically with distressed, agitated or irate customers.</p> <p>Ability to operate IT systems including Microsoft packages and Internet</p>	
Equal Opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.	
Additional Factors	<p>Co-operative team worker adopting a flexible and supportive approach in the workplace.</p> <p>Ability to contribute ideas, suggestions and feedback to improve the service.</p> <p>Reliable in relation to attendance and meeting agreed commitments.</p> <p>Ability to work flexible hours including Saturdays and evenings.</p> <p>Ability to work and travel between working sites.</p> <p>Full driving licence/Use of Car for work.</p>	