



**North
Northamptonshire
Council**

Job Description and Person Specification

Job details

Job title: Customer Service Advisor – Based in the complaints team

Grade: Band 3 £26,873 - £27,803

Reports to: Customer Service Team Leader

Responsible for:

Directorate and Service area

Principal responsibilities

1. Monitoring complaints including Member of Parliament and Councillor Enquiries.
2. Liaising with services to ensure timely responses to complaints/enquiries are received.
3. Assisting Senior Customer Experience Officers Contact with customer re complaints process (via email/phone etc.)
4. Monitoring compliments inboxes and logging compliments Need attention to detail.
5. Be able to work under own initiative as well as part of a team.
6. Flexible as priorities constantly change.
7. Liaising with partner agencies along with Member of Parliament Office, Councillors etc.
8. To competently operate several office IT systems including e-mail, Word, Excel, the Customer Relationship Management system and back-office systems.
9. To comply with and promote the Council's policies on equality of opportunity.
10. To undertake such other duties that are consistent with the job purpose and grade of post. Comprehensive training will be given in all aspects of the role.

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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.

Special features of the post

If this post is Politically Restricted include the following clause (Delete if not required).

Under the Local Government and Housing Act 1989 this post is classified as a politically restricted or sensitive post. Holders of such posts are disqualified from seeking election to or being a member of the House of Commons, the European Parliament, or a Local Authority, other than a Parish Council

If this role requires the postholder to be fully vaccinated against Covid-19, include the following clause (Delete if not required).

This post requires satisfactory evidence of being fully vaccinated against Covid-19 in line with government guidance.

If there are any other special features of the job that need to be in the job description, please indicate them here.

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	<p>Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.</p>	
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.</p> <p>Ability to work and travel between working sites.</p> <p>Full driving licence/Use of Car for work.</p>	