



**North
Northamptonshire
Council**

Job Description and Person Specification

Job details

Job title: Customer Service Advisor – Elections & voting support Fixed term to 31 May 2024

Grade: CSC SCP07-SCP11

Reports to: Customer Service Team Leader

Responsible for: no line management responsibilities

Directorate and Service area: Customer & Governance - Customer Services

Purpose of the job

To provide a high-level customer orientated advice and information service, resolving customer contacts and facilitating service access for council customers across all methods of contact to the council.

Principal responsibilities

1. To resolve customer telephone and face to face enquiries and facilitate customer access to the full range of Council and partner services in a courteous and efficient manner in line with the Councils Customer Services Processes.
2. To give information, advice and guidance on electoral matters ensuring the advice is accurate, relevant and accords to relevant legislation, Ministerial Guidance, good practice.
3. To utilise platforms, applications, and equipment necessary to undertake the duties of the post efficiently and effectively for example, Microsoft 365 and its common applications.
4. To undertake administrative tasks relating to Council and partner services accurately and efficiently.
5. To undertake any necessary training as required within the duties of the post.
6. Comply with security provisions in respect of Data Protection legislation, including protocols and agreements in respect of sharing/providing information
7. 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 behavioral, 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. Understand the council's commitment to Corporate Parenting and take responsibility to support this commitment. Enable the council to be the best corporate parents possible to children and young people in our current and previous care.

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

1. The postholder will be required to work additional hours during peak periods such as during elections/referenda and the annual canvass. Additional hours may include evenings, weekends, and bank holidays.
2. This post requires satisfactory clearance of a Disclosure and Barring Service disclosure.

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	<p>Experienced providing advice to the public, face to face or by telephone, managing expectations and deescalating conflict</p> <p>Experience of team working and building relationships.</p> <p>Experience of using IT platforms and applications effectively in a work environment – Microsoft 365 and its common applications such as Word, Excel</p>	previous experience in Local Government

Ability and Skills	English language fluency Clear verbal and written communication skills. Active listening skills Numerical skills to interpret numerical data, bill payment queries or statistical data in a work environment. Ability to take initiative to resolve problems. Organisational skills with a systematic and methodical approach to work. Ability to prioritise work where there are conflicting demands on time.	CLAIT / ECDL / IT qualification
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Attributes	Essential criteria	Desirable criteria
	<p>Ability to work under pressure and respond sympathetically to distressed, agitated, or irate customers.</p>	
<p>Equal Opportunities</p>	<p>Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.</p>	
<p>Additional Factors</p>	<p>team worker adopting a flexible and supportive approach in the workplace.</p> <p>Politically sensitive</p> <p>Reliable time management for attendance and other agreed commitments.</p> <p>Ability to work flexible hours and travel between working sites.</p> <p>Full UK driving license and use of car for work.</p> <p>Flexibility with leave which will be restricted during Elections and voting cycles and other associated work</p>	