

**WHERE
CAREERS
THRIVE**

**When potential
is unlocked,
talent *thrives***



**West
Northamptonshire
Council**

Job description and person specification

Trainee Customer Service Advisor

Customer Services, Corporate Services

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.



**West
Northamptonshire
Council**

Purpose and impact:

1. Provide first class customer-orientated advice and information service to the Customers and visitors. to West Northamptonshire Council, at the Councils One Stop Shop/Reception areas and Contact Centre.
2. To be an advocate for the delivery of service excellence across the council, and all our external partners.
3. To complete administrative tasks to an acceptable standard within any deadline or targets that have been set.
4. To learn all about the Council services, how it delivers business to our customers, and to understand how delivering customer excellence in challenging circumstances is critical to support the local community.

Accountable to:

This role is accountable to the Customer Services Team Leader, no direct line. The role sits within Customer and Corporate Services, part of the Corporate Services Directorate in West Northamptonshire Council.

Responsibilities:

1. To assist the with all aspects of admin duties and general routine workload for the purpose of recording accurate records.
2. Utilise local computer systems to collect data and maintain a log of the actions taken on customer records and complete admin tasks efficiently.
3. Communicate with internal and external customers in writing via, e-mail, face to face or telephone.
4. Supporting a 'customer first' culture within Customer Services.
5. To meet, maintain and exceed own performance under the Divisions Performance standards.
6. To take ownership of each transaction within own scope and level of knowledge, reducing escalations, errors and build knowledge.
7. To provide an exemplary advice and assistance service to the Councils customers using on-line applications and the web.
8. To ensure compliance with all Council policies with particular reference to GDPR, Data protection, Health & Safety, Equal Opportunities and Communication policies.
9. The post holder may from time to time be required to carry out other duties provided they are within the general level of responsibility of the post and within the abilities of the post holder.
10. To embody WNC Thrive values throughout daily duties.

11. To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, through effective use of Office 365 and our internal IT systems and applications.
12. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
13. Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons.

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:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(**A**) Application Form, (**T**) Test, (**I**) Interview, (**P**) Presentation, (**D**) Documentation.

Minimum levels of knowledge, skills experience and qualifications required for this job.

| Skills and abilities: | Essential / Desirable | Measured by |
|--|-----------------------|-------------|
| Ability to undertake complex calculations. | D | A |
| Good verbal communication skills. | E | A/I |
| Ability to focus on a task and pay attention to detail. | E | A |
| Good written communication skills in order to accurately update systems to record customer transactions/requirements and emails. | E | A |
| This is applicable to all roles in WNC that are required to use IT equipment: Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period. | E | A/I |

| Knowledge: | Essential / Desirable | Measured by |
|---|-----------------------|-------------|
| An understanding of Equal Opportunities issues in the workplace. | E | A/I |
| Experience in working in a Customer Service environment. | E | A/I |
| 'Modern Apprentice' within a Local authority. | D | A |
| An understanding of what role a Local authority has within the community. | E | A/I |

| Relevant experience: | Essential / Desirable | Measured by |
|--|-----------------------|-------------|
| Experience to self-motivate. | E | A/I |
| Experience in working in a Customer Service environment. | E | A/I |

| Education, training and work qualifications: | Essential / Desirable | Measured by |
|--|-----------------------|-------------|
| Relevant NVQ qualification (or able to demonstrate equivalent standard). | D | A/D |
| English and Maths GCSE or Equivalent. | E | A/D |

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance, and verification of certificates.

Day-to-day in the role:

| | | | |
|--|---------------------|-------------------------------|---------------|
| Hours: | 37 hours | Primary work base: | Various |
| Job family band: | Customer Assistance | Worker type: | Part-flexible |
| Salary range: | £24,758 - £25,603 | Budget responsibility: | N/A |
| People management responsibility: | N/A | | |

Working conditions & how we work:

Working within several areas an office, Face to face and Contact Centre environment.

This role has been identified as a part-flexible worker type, this means that you will be able to worker from other work locations and when not working from an office you will be working remotely for up to 3 days a week (including from home).

Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

| | |
|--------------------------|--|
| T Trust | We are honest, fair, transparent and accountable. We can be trusted to do what we say we will. |
| H High Performing | we get the basics right and what we do, we do well. We manage our business efficiently. |
| R Respect | we respect each other and our customers in a diverse, professional and supportive environment. |
| I Innovate | we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area. |
| V Value | We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness |
| E Empower | we believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions. |

“Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture”

When potential is unlocked, talent *thrives*

Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
- **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
- **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
- **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.

We want you to have balance and be happy.

