

WHERE
CAREERS
THRIVE

When potential
is unlocked,
talent *thrives*



West
Northamptonshire
Council

Job description and person specification

Customer Service Advisor

Customer Services, Customer and 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.



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Purpose and impact:

The overall purpose of the Customer Service Centre is to maximise resolution of enquiries and information requests from customers at first point of contact.

With the objectives of:

- Providing 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.
- To be an advocate for the delivery of service excellence across the council, and all our external partners.
- To complete administrative tasks to an acceptable standard within any deadline or targets that have been set.
- 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 Manager, responsible for the direct line management of 7 Customer Service Advisers. The role sits within Customer and Corporate Services, part of the Corporate Services Directorate in West Northamptonshire Council.

Responsibilities:

1. To support the implementation of the Council's Customer Service Excellence Strategy through the development of a fully integrated and multi-skilled One Stop Shop and Contact Centre teams.
2. Provide a comprehensive advice and information service to a wide range of people in the community. Using appropriate online information applications and other data systems.
3. Using knowledge and initiative, to deliver the most appropriate and accurate advice and guidance to customers in the most suitable way, individually tailored to meet their specific needs.
4. To comply with and actively support the Council's Equality and Diversity Agenda.
5. To undertake any other duties commensurate with the level of expectation of the post.
6. To support and promote Channel shift increasing online transaction enabling us to support our vulnerable customers in a supportive and professional manner.
7. To meet, maintain and exceed own performance under the Division's Performance standards.
8. 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.

9. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
10. 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 |
|--|------------------------------|--------------------|
| Excellent verbal communication skills to enable the effective and accurate delivery of advice and guidance (internal and external) | E | A/I |
| Excellent written communication skills in order to accurately update systems to record customer transactions/requirements and emails | E | A/I |
| Able to deal with conflict effectively balancing customer's needs with business processes | E | A/I |
| Ability to identify areas for improvement | D | A/I |
| Able to work well in a target driven environment | E | A/I |

| Knowledge: | Essential / Desirable | Measured by |
|---|------------------------------|--------------------|
| Experience of working with the public face-to-face and/or on the telephone within a diverse customer focused organisation | E | A/I |
| Needs to be computer literate and have an understanding of how a Customer Record Management system works | E | A/I |
| An understanding of what role a local authority has within the community | D | A |
| Experience of undergoing and supporting organisational change. | E | A/I |

| Relevant experience: | Essential / Desirable | Measured by |
|---|------------------------------|--------------------|
| Experience working in a Customer Service environment and a strong customer focus | E | A/I |
| Reliable team worker adopting a flexible and supportive approach in the workplace | E | A/I |
| Ability to work corporately within the Council, actively supporting organisational objectives rather than sectional or individual interests | E | A/I |
| Ability to work flexibly and change according to business priorities | E | A/I |
| Strong team-spirit work ethic | E | A/I |
| A commitment to and ability to adapt services to the diverse needs of the community | 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 (4) | Worker type: | part-flexible |
| Salary range: | £26,516 - £28,013 | 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 work 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) business need allowing.

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.

