

ROLE PROFILE

| | | | |
|--------------------|--|---------------------|------------------|
| Job Family: | Delivery – Front Line – Process knowledge | Grade: | 5 |
| Job Title: | Customer Service Adviser | Directorate: | Chief Executives |
| Date: | 19/3/2018 | Version: | 1:1 |

Role Profile - Details Specific to Job Family

These roles would be regarded as “front line” service delivery roles. Here, role holders are directly accountable for performance, often through the direct control of significant resources or through managed contracts. These roles may also deliver some of their results through collaborative working with co-producers or other third party agencies.

At the lower levels, operational managers may oversee a department or team and at the lowest levels, direct contact with service users will be a common feature of roles in this job family. At the higher levels, they may be in charge of a department, large operational area or the management of significant contracts and may be ultimately accountable for ensuring compliance with statutory obligations.

Role Profile - Details Specific to Grade

Providing technical and practical problem solving support and services that are focused on using specialist skills. This may involve guiding or reviewing the work of others.

Roles requiring a level of process expertise to deliver an advisory or supervisory service.

Brief Description of job role and department

To act as the first point of contact for customers of the London Borough of Sutton (LBS) and the Royal Borough of Kingston upon Thames (RBK). Working as part of a multi skilled customer service team across all access channels including online, face to face and phone to meet customer need.

Representative accountabilities

- Deliver core service activities under the close supervision of a more senior member of staff.
- Manage the resolution of complex customer complaints/issues within area of expertise, escalating where appropriate.
- Maintain regular communication with other internal or external service providers to ensure efficient and coordinated service delivery.
- Create and populate basic databases to hold and manage information and service information to support senior officers in managing the service.
- Allocate tasks and review the work more junior team members to ensure work is delivered to time and quality standards.
- Procure goods and services within financial limits using the Council's purchasing systems and rules.

Budgetary accountabilities

- None

Specific accountabilities

- To work as part of a multi-skilled team delivering effective and consistent customer service over the phone, online and in person.
- To maintain and update service request information on the CRM system, providing updates to customers and service areas
- To proactively and sensitively resolve customer complaints and issues at the earliest opportunity, recording and escalating through the formal process where appropriate.
- To record and administer Freedom of Information Requests and Subject Access Requests.
- To support councillors with the reporting and management of casework enquiries
- To follow standardised processes for service request reporting according to the nominated department's guidelines; logging, processing and progress-chasing customer enquiries, escalating where appropriate, to provide a final resolution.
- To update content on the council's website and intranet sites to ensure it is relevant and up to date.
- To work collaboratively with colleagues at LBS, RBK, partner organisations, customers and councillors to support customer service improvement.
- This role involves ongoing contact with citizens requiring advice and support for a variety of reasons, who are sometimes in difficult and stressful circumstances

Person specification (knowledge, skills, experience and behaviours required in the role)

- Excellent customer service skills including the ability to proactively solve customer issues by thinking creatively and taking responsibility.
 - Excellent verbal and written communication skills, including the ability to deal with complaints sensitively and calmly
 - GCSE (or equivalent) in maths and english
 - Vocational qualification (or equivalent in customer service) (Desirable)
 - Able to work independently and follow agreed processes to required performance levels
 - Able to gather, interpret and explain information, making decisions and taking action as appropriate to meet customer needs
 - Takes responsibility for actions and recognises potential impact on others
 - Shares ideas for continuous improvement in service and demonstrates a willingness to try new things
 - Able to work effectively as part of a team, demonstrating flexibility and responsiveness to changing demand patterns
 - Good IT skills including the ability to accurately record customer issues using online systems
- Ensure all health and safety standards are adhered to for the relevant work area
 - Maintains confidentiality of customer information in line with relevant policy and legislation
 - Apply diversity and equal opportunities policies in the workplace