|  |
| --- |
| Service and job specific context statement |
| **Directorate:** | Central Services |
| **Service:** | Customer Service Centre |
| **Post title:** | Customer Services Advisor |
| **Grade:** | F  |
| **Responsible to:** | Operational Team Leader |
| **Staff managed:** | None |
| **Date of issue:** | January 2022 |
| **Job family:** | **C&A - Customer & Administration**  |

|  |
| --- |
| Job context |
| This post is based within Technology and Change; this service provides ICT, digital, change management and customer services, which enable the organisation and its partners to achieve their outcomes and continually improve the services we deliver to the people of North Yorkshire. The current user base includes approximately 6500 NYCC staff and 612,000 citizens of North Yorkshire. T&C support the council to better manage demand and customer experience through effective channel management and customer responsive service design, including increasing the availability and use of digital channels. The council is committed to ensuring modern working environments and flexible workspaces. T&C play a key role in maximising the effective use of digital office technologies, productivity software, digital communications, including collaborative technologies, and digital information systems. The customer service centre provides a single “corporate front door” giving internal, external, corporate and commercial customers the ability to access services. The customer service centre has a number of teams offering complex services across a number of customer contact channels. The aim of the customer service centre is to deliver services across all contact channels to support customers with more complex needs while promoting NYCC’s on-line services aimed at reducing demand for simple enquiries.The post holder will be expected to provide an excellent quality response to all enquiries and our aim is always to put customers at the heart of all our work. The post holder will deliver a number of complex services across a variety of different contact channels and a large part of the role is to support customers to access services digitally. The service continues to grow in line with new services transferring to the centre. This role involves spoken and written communication skills so a confident use of English language is required. The post will be based in the Customer Service Centre or at home |

|  |
| --- |
| **Structure** |

|  |
| --- |
| Job Description |
|  |  |

|  |  |
| --- | --- |
| Job purpose | The core focus of this job is to provide a first point of contact for internal, external, corporate and commercial customers in the day-to-day delivery of a quality service within the County Council’s customer service centre. The post holder will be responsible for receiving and processing all enquiries in line with local and central government requirements.  |
| Operational management | * To deal with customer contacts through all contact channels including telephone, web chat, social media, email, face-to-face and the website.
* Where necessary support customers to access service on-line
* Sign post customers to alternative service to meet their needs if they require a service not provided by the County Council.
* To take ownership of customer enquiries, and to resolve enquiries for Council services, using support materials where appropriate.
* To enter into positive and controlled dialogue with customers, following Council procedures and referring enquiries to team leaders when appropriate.
* To deal with non-Council enquiries within agreed guidelines.
* To arrange for customers to receive specialist advice if needed and make appointments for customers as necessary.
* To adopt and promote a customer focused approach to all duties.
* To observe the principles of the Data Protection Act and GDPR and apply the Council’s data management policy.
* To keep up to date with knowledge relevant to service provided.
* Achieve quality and performance target.
* To work as part of a team to ensure collective objectives and targets are achieved.
* Carry out any other reasonable customer service duties within the Customer Services Team with appropriate support and guidance.
* Where appropriate process service requests where a customer requires access to a service in line with guidance specific to each service area.
* Take payments from customers where necessary
 |
| Communications | * Liaison with colleagues in the Customer Service, other Council departments, other agencies and members of the public and commercial customers
* To ensure good working relationships with colleagues and maintain a two-way communication.
* To promote a positive and professional image of the Council.
* Provide information to customers across all contact channels
* Maintain records and information systems to meet performance-reporting requirements and to support analysis of data.
* The outline duties may vary from time to time without materially changing the character or level of responsibility. These factors are reflected in the post grade.
* To participate fully in all initiatives, which facilitate continuous improvement in both service quality and employee development and performance.
* Willingness to work as part of a rota. Weekly hours will be worked Monday to Saturday on a rota basis in accordance with the needs of the service and will be notified to you by your manager
 |
| Partnership / corporate working | * To develop and strengthen existing relationships with, and encourage the involvement of, all appropriate partner agencies and organisations in order to improve the flow of information to customers.
* Work with operational staff and external agencies in order to ensure that enquiries are dealt with in line with statutory responsibilities and within the Council’s procedural requirements.
 |
| Resource management | * Provide access to services, both NYCC and partners, that focuses on the needs of the customer
* Be customer service champion and be the customers champion
* Deliver services at the first point of contact where appropriate
* Ensure a continually improving, high quality customer experience
* Provide feedback to support the transformation of service across the authority and local government in line with customer needs and expectations
* Drive down the cost of services using technology, performance management, forecasting and planning to best effect
 |
| Systems and information  | * Ensure strict confidentiality at all times.
* Know about the data protection issues in the context of the job role
* To be aware of and adhere to the Council’s Corporate Customer Service Standards
* Record all customer contacts and requests for services using the call logging system and the appropriate databases.
* Ensure the safe keeping of documents and any monies received in the course of official duties.
* Learn new systems and services as required and share knowledge with the wider team
* Prepare data for management information reports as required.
 |
| Strategic management  | * Make recommendations to the management team on changes to process or protocol to drive performance improvement.
* To contribute to quality assurance systems in accordance with agreed standards.
 |

|  |
| --- |
| Person Specification |
| Essential upon appointment | **Desirable on appointment** |
| Knowledge* An understanding of Data Protection Legislation & GDPR
 | * Knowledge of customer relationship management systems e.g. Lagan
* Awareness of the range of County Council services.
 |
| Experience* Experience of dealing with the public by telephone, face to face and by correspondence.
* Experience of dealing with customer enquiries.
* IT competent with experience of customer databases, internet applications and Microsoft Office 365
 | * Experience of working in a contact/call centre.
* Experience of working in an administrative or customer service role.
* Experience of dealing with complaints and difficult enquiries.
* Experience of using telephone call-handling systems
 |
| Occupational Skills* Ability to deal efficiently and effectively with a range of enquiries.
* Ability to communicate effectively with a wide range of people.
* The ability to converse at ease with customers and translate complex information and advice into Plain English is essential for the post in a way that all customers can understand
* Ability to communicate clearly both verbally and in writing.
* Ability to deal effectively with complaints and difficult situations.
* An understanding and commitment to service delivery and customer care.
* Ability to organise workload effectively to meet deadlines.
* A reasonable level of ICT, numeracy and literacy skills
 |  |
| Professional Qualifications/Training/Registrations required by law, and/or essential for the performance of the role* Level 2 qualification in numeracy and literacy
 | * Customer Service NVQ Level 2 or appropriate equivalent qualification
 |
| Other Requirements* Willingness to work as part of a rota. Your normal weekly hours will be worked from Monday to Saturday on a rota basis in accordance with the needs of the service and will be notified to you by your manager.
* Ability to work flexibly in line with customer demand
 | * Ability to travel across the County.
 |
| Behaviours  | [Link](http://www.northyorks.gov.uk/article/23524/What-you-should-know-before-applying-for-a-job) |

NB – Assessment criteria for recruitment will be notified separately.
Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.