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| Service and job specific context statement | |
| **Directorate:** | Central Services |
| **Service:** | Technology and Change |
| **Post title:** | Specialist Customer Services Advisor |
| **Grade:** | I (TBC) |
| **Responsible to:** | Team Leader |
| **Staff managed:** | None |
| **Date of issue:** | June 2020 |
| **Job family:** | **C&A - Customer & Administration** |

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| 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 Specialist Customer Service Advisor ensures appropriate access to more complex services including but not limited to Health and Adult Services, Mental Health Service and Children’s Social Care. Assessment against defined eligibility criteria will be required and where a customer does not meet the criteria, the Specialist Customer Service Advisor will signpost the customer is aware of alternative provision provided by North Yorkshire County Council, other statutory agencies or in the Community or provide appropriate information, advice and guidance as defined by the service area. |

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| Structure |
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| Job Description |

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| Job purpose | To provide a central point of contact for members of the public, voluntary and statutory agencies and to facilitate access to complex services relating where assessment against defined eligibility criteria will be required. The post holder is responsible for receiving and processing all enquiries and requests for service in line with local and central government requirements. The post holder will provide advice, information and guidance as defined by each services area and signpost customers to related or alternative services provided by other statutory and voluntary agencies, where appropriate to do so. |
| Operational management | * To deal with customer contacts that require specialist knowledge through all contact channels, including telephone, post, email, fax and the website. * To recognise and deal with safeguarding contract appropriately. * Take ownership of complex customer enquiries, resolve telephone and other enquiries for Council services, using support materials where appropriate. This will include conducting initial assessments for social care-based services provided by the County Council. * To understand and carry out duties in accordance with relevant service-based policies and procedures. This will include assisting with the development and review of service-based policies and procedures. * To help customers make an informed choice in relation to available services. * To act as a nominated contact within the customer service centre for service-based professionals, particularly in social care. * 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 be aware of and adhere to the Council’s Corporate Customer Service Standards and Customer Charter. * To observe the principles of the Data Protection Act and apply the Council’s data management policy. * To keep up to date with relevant service developments. * To work as part of a team to ensure collective objectives and targets are achieved. * To promote to the local community and relevant organisations, NYCC’s telephone customer service centre and NYCC customer services initiatives. * To work with Team Leaders and Directorate’s to identify gaps in customer service centre knowledge and prepare plans to fill the gaps |
| Communications | * Provide a sensitive response to enquiries from the public including Health &Adult Services, Children’s Social Care, Mental Health Services external agencies. * To enter into positive and controlled dialogue with customers, following Council procedures and referring enquiries to team leaders when appropriate. * To understand the procedure and legislation relating to confidentiality issues that applies to the job role. * Manage communication with social care teams to ensure they receive safeguarding and contacts within agreed timescales. * Provide information to customers across all customer contact channels. * Maintain records and information systems to meet performance reporting requirements and to support analysis of data. * To promote a positive and professional image of the County Council |
| Partnership / corporate working | * Work with operational staff and external agencies in order to ensure that enquiries to access customer information contained in NYCC databases are dealt with in line with statutory responsibilities and within the Council’s procedural requirements. * 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 * Ensure a continually improving, high quality customer experience * 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 7 days a week on a rota basis in accordance with the needs of the service and will be notified to you by your manager. * Make recommendations to the management team on changes to process or protocol to drive performance improvement and improve the customer experience. |
| Systems and information | * Ensure strict confidentiality at all times. * Know about the data protection issues in the context of the job role * Accurately recording all customer contacts and requests for services using the contact logging system and the appropriate databases. * Ensure the safe keeping of documents 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. * 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 |

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| Person Specification | |
| Essential upon appointment | **Desirable on appointment** |
| Knowledge   * An understanding of Data Protection Legislation. * An understanding of safeguarding/vulnerability issues * An understanding of equalities issues * An understanding of the range of social care services | * Knowledge of social care legislation * Awareness of the social care assessment process. * Awareness of the range of County Council services. * Understanding of CRM system. |
| Experience   * Experience of using client databases. * Experience of managing confidential and sensitive information * Experience of working with the public by telephone or face to face. * Experience of dealing with complex customer enquiries. * Experience of basic IT packages (e.g. Microsoft) * Experience of dealing with vulnerable and/or distressed customers * Experience of dealing with customers in a social care setting. | * Experience of working in a multi-channel contact centre environment * Experience of conducting initial social care assessments against agreed framework |
| Occupational Skills   * Organisational skills – including ability to prioritise and work to deadlines. * Ability to deal efficiently and effectively with a range on enquiries. * Ability to communicate effectively with a wide range of people. * Ability to deal effectively with complaints and difficult situations * An understanding and commitment to service delivery and customer care. * Verbal communication and written presentation skills. * The ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post. * Good IT skills required to input information into databases quickly and accurately. * Ability to be self-motivated and provide guidance to others. * Good interpersonal 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 3 |
| Other Requirements   * Ability to work flexibly in line with customer demand. |  |
| 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.