

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Customer Service Advisor	Grade: Scale 5 (Linked grade Scale 6-SO1)
Section: Corporate Resources	Directorate: Change and innovation
Responsible to following manager: Customer Services Team Manager	Responsible for following staff: None
Post Number/s:	Last review date:

Working for the Richmond/Wandsworth Shared Staffing Arrangement

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

Job Purpose

The role of Customer Service Adviser provides crucial support by ensuring customers have access to the right level of service and by resolving both external and internal customer enquires across all contact channels including inbound calls which are our highest volume contact channel, face-to-face and email customer enquiries.

Deliver an excellent customer experience by providing advice and, wherever possible, resolution at the first point of contact. This includes all customer access channels including telephone, face to face, letter, email, web, web chat and SMS.

In addition to provide a high quality & comprehensive information service, ensuring a consistently high level of response for customers which meets both external & internal customer needs for any Council Service

Specific Duties and Responsibilities

Positive Front Line Service delivery

- Handling customer enquiries received by all customer access channels including telephone, face-to-face, letter, email, website, SMS or other correspondence within agreed enquiry handle time and productivity target times and to agreed customer service and Council standards.
- To ensure a positive image to customers and other individuals and organisations and promote the service by whatever means are appropriate and available.
- To professionally deal with any frustrated, angry, and abusive customers, providing a resolution to their enquiry and avoiding potential complaints

Resolve enquires at First Point of Contact

- To resolve enquires where possible at first point of contact following the agreed trained process to actively encourage customers to use the most efficient method to gain access to and information about council services.
- Maintains an up-to-date knowledge of all services and systems used in the Customer Service to assist customers and resolve their enquiries.
- To implement policies and procedures necessary to meet customer care needs and reflect the Councils' visions and core values.
- To undertake and assist with any training/development activities as directed.

Maintain and update accurate records and IT systems.

- To maintain accurate records and information relating to the provision of customer services
- To complete any administrative tasks relating to Customer services, including to despatch leaflets, application forms, complete online requests, written correspondence, and emails in response to customer enquiries.

Support SSA

- To contribute as required to performance review and improvement measures on an ongoing basis, helping to ensure that a customer focus is embedded within the function and innovative and creative solutions are evaluated to securing the highest quality and value for money function.
- To advise and support managers on relevant matters, including potential problems and complaints, affecting the service.
- To contribute to identifying and implementing customer service improvements.
- To ensure that the services for both Councils are dealt with on an equitable basis to deliver the standards required for each, as agreed annually by the Executives of both Councils.
- To contribute as required to change programmes within the service.
- To support ways of working that ensure residents and stakeholders are actively engaged in the future of the function and are able to influence decision making.

Linked Grade

In addition to all previous duties and responsibilities, this role is a linked pay grade from Scale 5 to Scale 6 to SO1. Key is a high level of effective multiskilling across multiple services and channels, creating efficiency within customer services.

Additional Duties for Scale 6 Linked pay grade

To achieve Scale 6, pay grade: Skills and experience will be assessed in a customer service competency framework criterion ¹.

Criteria will include aspects of all areas below and needs to be consistently needs to be maintained to be assessed and will be assessed over an agreed period of time a minimal 3-6 months and only post a successful probation period.

Positive Customer query handling

- Demonstrating a consistent high-level performance & delivering a positive customer's service experience
- To ensure a positive image to customers and other individuals and organisations and promote the service by whatever means are appropriate and available.

Effective multi-skilling

- High level of multiskilling across multiple services and channels, demonstrating ability to deal effectively with more complex enquiries, across multiple services, with a minimal level of supervision at first point of contact creating efficiency within customer services.
- To consistently achieve and maintain Customer Standards and targets including agreed enquiry handle time and productivity/efficiency target and to agreed customer service and Council standards.

Accuracy

- Proactively maintains an up-to-date knowledge of all services and systems used in the Customer Service to assist customers and resolve their enquiries.
- To produce and maintain accurate records and reports regarding potential problems and complaints.

Further additional Duties to above for SO1 Linked pay grade.

To achieve SO1: Skills and experience will be assessed in a customer service competency framework criterion 1.

Key criteria will include all those for scale 6 plus additional multiskilling with significant increase level of multiskilling across multiple services and channels including both local authorities when required.

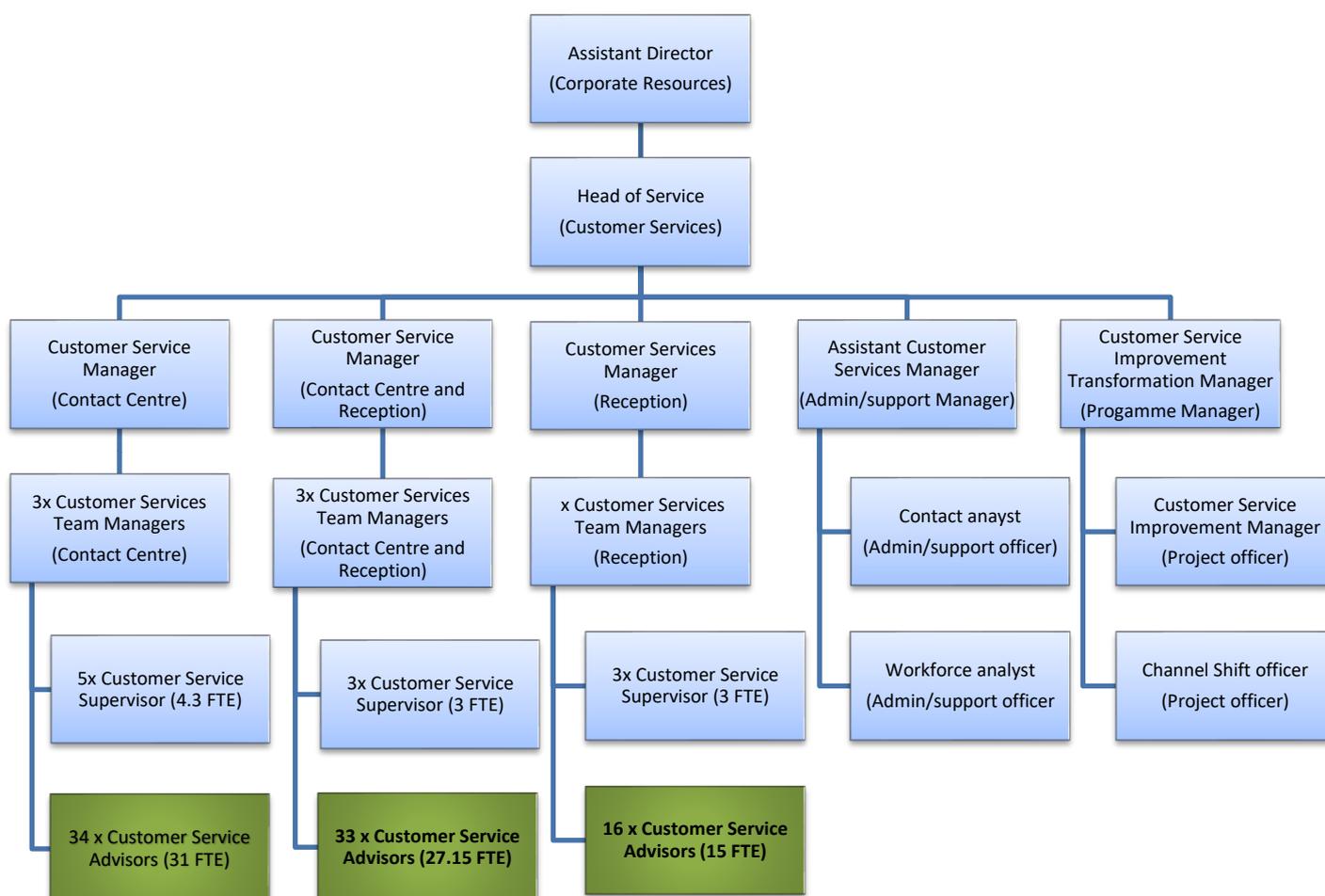
This needs to be consistently maintained to be assessed and will be assessed over an agreed period of time a minimal 3-6 months.

¹ Criteria is subject to change and will differ based on primary location/contact channel due to differing and changing business needs.

Generic Duties and Responsibilities

- To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
- To adhere to security controls and requirements as mandated by the SSA's policies, procedures, and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems.
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive, and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
- To understand both Councils' duties and responsibilities for safeguarding children, young people, and adults as they apply to the role within the council.
- The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

Team structure



Person Specification

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Our Values

THINK BIGGER

EMBRACE DIFFERENCE

CONNECT BETTER

LEAD BY EXAMPLE

PUT PEOPLE FIRST

Our Values are embedded across the SSA and throughout all roles and responsibilities at all levels of the organisation.

Please [familiarise yourself with our values](#) as they are an integral part of our recruitment and selection process.

Person Specification Requirements			Assessed by
Experience	Essential	Desirable	Assessed
Experience of working in a customer services role within the busy front line custom service environment including both public sector and private sector .	X		A – Application form/CV I – Interview
Experience of working in a customer services role within the public sector.		X	
Experience of working in a pressurised environment where consistently high standards of service delivery are required	X		
Skills	Essential	Desirable	Assessed
Excellent customer care skills and customer focused attitude	X		A – Application form/CV I – Interview T – Test
Ability to communicate clearly to customers in oral & written forms including telephone, e-mail, and letter	X		
Ability to capture data electronically and reasonable level of IT proficiency	X		

Ability to demonstrate a flexible and co-operative approach towards changing business needs		X	
Qualifications	Essential	Desirable	Assessed
Educated in GCSE or equivalent level in English		X	A – Application form/CV C - Certificate

Reviewed audit

- August 1st, 2019 (change Link grade)
- December 1st, 2022 (addition to Essential and desirable criteria, update to structure)
- March 15th, 2024 (change Link grade including additional of SO1 linked grade)