

## Job Profile comprising Job Description and Person Specification

### Job Description

<b>Job Title:</b> Customer Service Advisor	<b>Grade:</b> Scale 5 (Linked grade Sc6)
<b>Section:</b> Corporate Resources	<b>Directorate:</b> Resources
<b>Responsible to following manager:</b> Customer Services Team Manager	<b>Responsible for following staff:</b> None
<b>Post Number/s:</b>	<b>Last review date:</b> 12 <sup>th</sup> December 2023

### 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 a crucial 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.

## **Additional Duties for Scale 6 Linked grade**

To achieve scale 6: skills and experience will be assessed in a customer service competency framework criterion <sup>1</sup> demonstrating a consistent high-level performance & delivering a positive customer's service experience.

This consistency needs to be maintained and will be assessed over an agreed period of time and post a successful probation period.

Criteria will include.

- 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.
- To produce and maintain accurate records and reports regarding potential problems and complaints.
- Ability to use relevant systems to monitor as necessary to monitor queues/waiting times. Ensuring any potential wait times above service delivery standards are immediately brought to the attention of the appropriate senior Customer Service Advisor or member of the Customer Service management team.

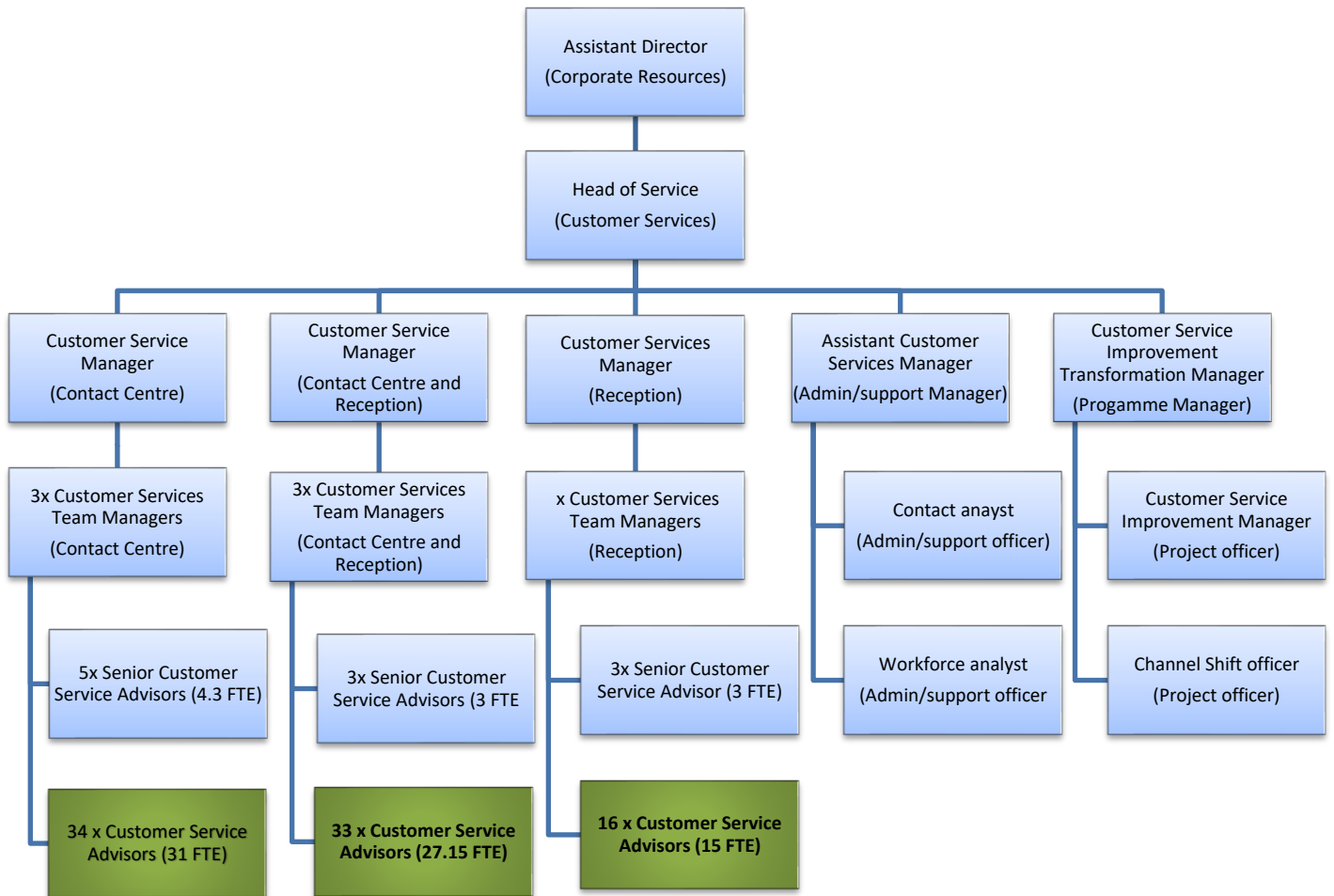
## **Generic Duties and Responsibilities**

- 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.

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

**Team structure**



## Person Specification

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### Our Values and Behaviours

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular:

**Being open.** This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

**Being supportive.** This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

**Being positive.** Being positive and helpful means, we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a 'can do' attitude and are continuously looking for ways to help each other improve.

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

Ability to capture data electronically and reasonable level of IT proficiency	<b>x</b>		
Ability to demonstrate a flexible and co-operative approach towards changing business needs		<b>x</b>	
<b>Qualifications</b>	<b>Essential</b>	<b>Desirable</b>	<b>Assessed</b>
Educated in GCSE or equivalent level in English		<b>x</b>	A – Application form/CV C - Certificate

#### Reviewed audit

- August 1<sup>st</sup>, 2019 (change Link grade)
- December 1<sup>st</sup>, 2022 (addition to Essential and desirable criteria, update to structure)