

Job Profile comprising Job Description and Person Specification

Job Description

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| Job Title: Customer Service Advisor | Grade: Scale 5 – SO1 |
| Section: Customers and Partnerships | Directorate: Chief Executive's Group |
| Responsible to following manager: Customer Services Team Manager | Responsible for following staff: Non Applicable |
| Post Number/s: | Last review date: April 2018 |

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

- 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 and SMS

Specific Duties and Responsibilities

- Maintains an up to date knowledge of all services and systems used in the Customer Service receptions to assist customers and resolve their enquiries.

- Handling customer enquiries received by all customer access channels including telephone, face to face, letter, email, website, SMS or other correspondence within agreed 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
- To maintain accurate records and information relating to the provision of customer services
- To implement policies and procedures necessary to meet customer care needs and reflect the Councils' visions and core values
- To contribute to identifying and implementing customer service improvements.
- To actively encourage customers to use the most efficient method to gain access to and information about council services
- To undertake and assist with any training/development activities as directed
- 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 advise and support managers on relevant matters, including potential problems and complaints, affecting the service
- To contribute as required to change programmes within the service
- 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 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

- To deal effectively with more complex enquiries
- Produce accurate records and reports regarding potential problems and complaints
- Uses Q-Matic and other relevant systems as necessary to monitor queues/waiting times. Ensures any potential wait times above service delivery standards are immediately brought to the attention of the appropriate senior manager

Additional Duties for Scale SO1

- Deals with complex queries and complaints from staff and customers and arbitrates as required
- Assists in the mentoring, training and support of less experienced members of staff
- Maintains effective liaison with representatives from other services in order to solve customer queries
- Identifies and raises procedural errors or system faults to the Customer Centre Assistant Manager, Manager or IT
- Monitors waiting times in reception areas and reallocates resources where appropriate
- Takes a lead role in the opening and closing procedures within reception areas
- To contribute as required to the commissioning, market testing and contract management of service
- Deputises for the Customer Services Team Manager

Generic Duties and Responsibilities

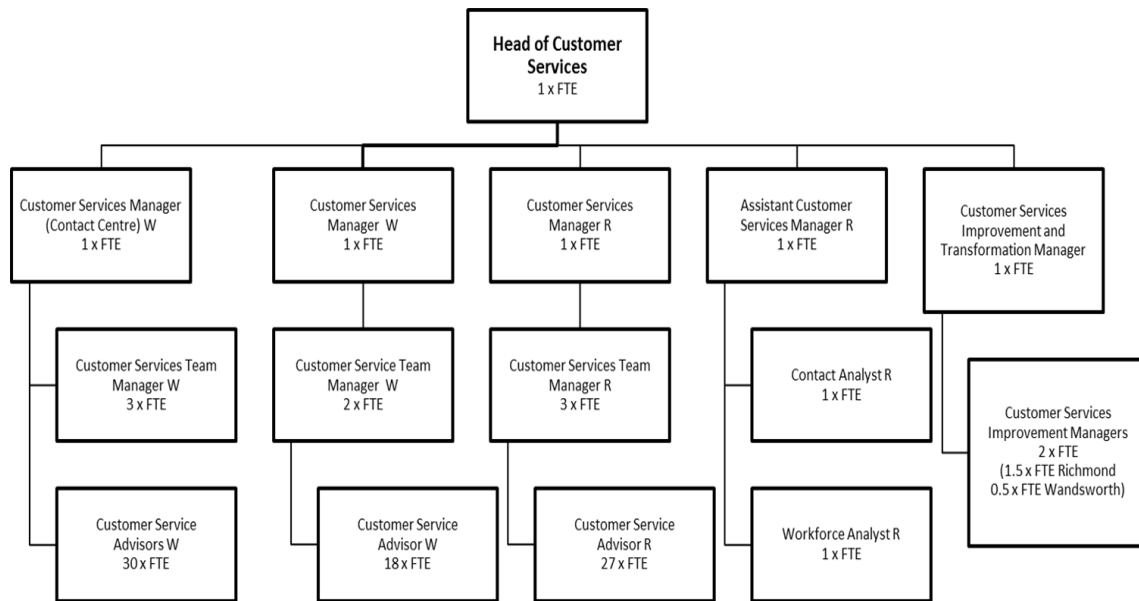
- To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety

- 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

Additional Information

Flexibility and ability to work across both Boroughs – Although the postholder will be based in one location (either the Town Hall, Wandsworth or York House/Civic Centre, Richmond) the postholder may be asked to work in the other location to assist colleagues to maintain capacity and resilience across the Chief Executive's Group.

Current team structure



Person Specification

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| Post Number/s: | Last review date: April 2016 |

Our Values and Behaviours¹

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 –

- taking responsibility and being accountable for achieving the best possible outcomes – a 'can do' attitude to work
- continuously seeking better value for money and improved outcomes at lower cost
- focussing on residents and service users, and ensuring they receive the highest standards of service provision
- taking a team approach that values collaboration and partnership working

| Person Specification Requirements | Assessed by A & I/ T/ C (see below for explanation) |
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| Experience | |
| Experience of working in a customer services role within the public or private sector | A,I |
| Experience of working in a pressurised environment where consistently high standards of service delivery are required | A,I |
| Skills | |
| Ability to communicate clearly to customers in oral & written forms including telephone, e-mail and letter | A,I,T |
| Ability to capture data electronically and reasonable level of IT proficiency | A,I,T |
| Excellent customer care skills and customer focused attitude | A,I,T |
| Ability to demonstrate a flexible and co-operative approach towards changing business needs | A,I,T |

¹ These values and behaviours will be developed further as the SSA becomes established.

| Qualifications | |
|---|---|
| Educated in GCSE or equivalent level in English | A |

A – Application form

I – Interview

T – Test

C - Certificate