



number one for  
service and value



## Job Profile comprising Job Description and Person Specification

### Job Description

<b>Job Title:</b> Customer Service Advisor	<b>Grade:</b> Sc5 – Sc6
<b>Section:</b> Customers and Partnerships	<b>Directorate:</b> Chief Executive's Group
<b>Responsible to following manager:</b> Customer Services Team Manager	<b>Responsible for following staff:</b> Non-Applicable
<b>Post Number/s:</b>	<b>Last review date:</b> August 1 <sup>st</sup> 2019

### 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.

The role of Customer Service Adviser performs a crucial frontline function by ensuring customers have access to a high level of service whilst resolving both external and internal Customer enquires across all contact channels. This includes inbound calls, face to face enquiries and emails, of which the highest volume is telephone calls.

### 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, 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.



number one for  
service and value



## Specific Duties and Responsibilities

- Handling customer enquiries received by all customer access channels including telephone, face to face, letter, email, website, SMS or other correspondence within agreed enquiry handling time, productivity targets and to agreed customer service and Council standards.
- To efficiently and effectively resolve customer enquiries at first point of contact for multiple different council services across both Richmond and Wandsworth boroughs, including Council Tax, Benefits, Planning, Parking, Highways, Elections, Trees, Parks and Waste.
- 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 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 up to date knowledge of all services and systems used in Customer Services to assist customers and resolve their enquiries.
- To maintain accurate records and information relating to the provision of customer services.
- To complete any administrative tasks relating to Customer services, including despatch of leaflets and application forms, as well as responding to online requests, written correspondence and emails.
- To implement policies and procedures necessary to meet customer care needs and reflect the Councils' visions and core values.
- 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 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 contribute as required to change programmes within the service.
- To contribute as required to performance reviews and improvement measures on an ongoing basis. Helping to ensure that customer focus is embedded within the service and innovative and creative solutions are evaluated to securing the highest quality and value for money.
- To support ways of working that ensure residents and stakeholders are actively engaged in the future functioning of the service and are able to influence decision making.
- Partake in initiatives delivering customer service at external locations and other sites when required.



number one for  
service and value



- Represent the Council in a positive manner, identifying special requirements and adaptations when required to ensure customers have equal access to all services.

### **Additional Duties for Scale 6**

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

Criteria will include:

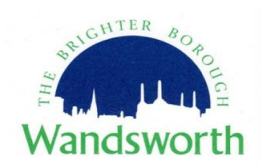
- Demonstrating the ability to deal effectively with more complex enquiries, across multiple services, with a minimal level of supervision and at first point of contact, creating efficiency within customer services;
- To consistently achieve and maintain Customer Service standards and targets including agreed enquiry handle time, productivity/efficiency targets and agreed Council standards;
- To produce and maintain accurate records and reports regarding potential problems and complaints;
- Ability to use relevant systems when required 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**

- **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.**
- 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 understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the role within the council.
- To understand both Councils' duties and responsibilities to support residents with diverse needs, as required by the Equality Act 2010 (Specific Duties) regulations 2011.

---

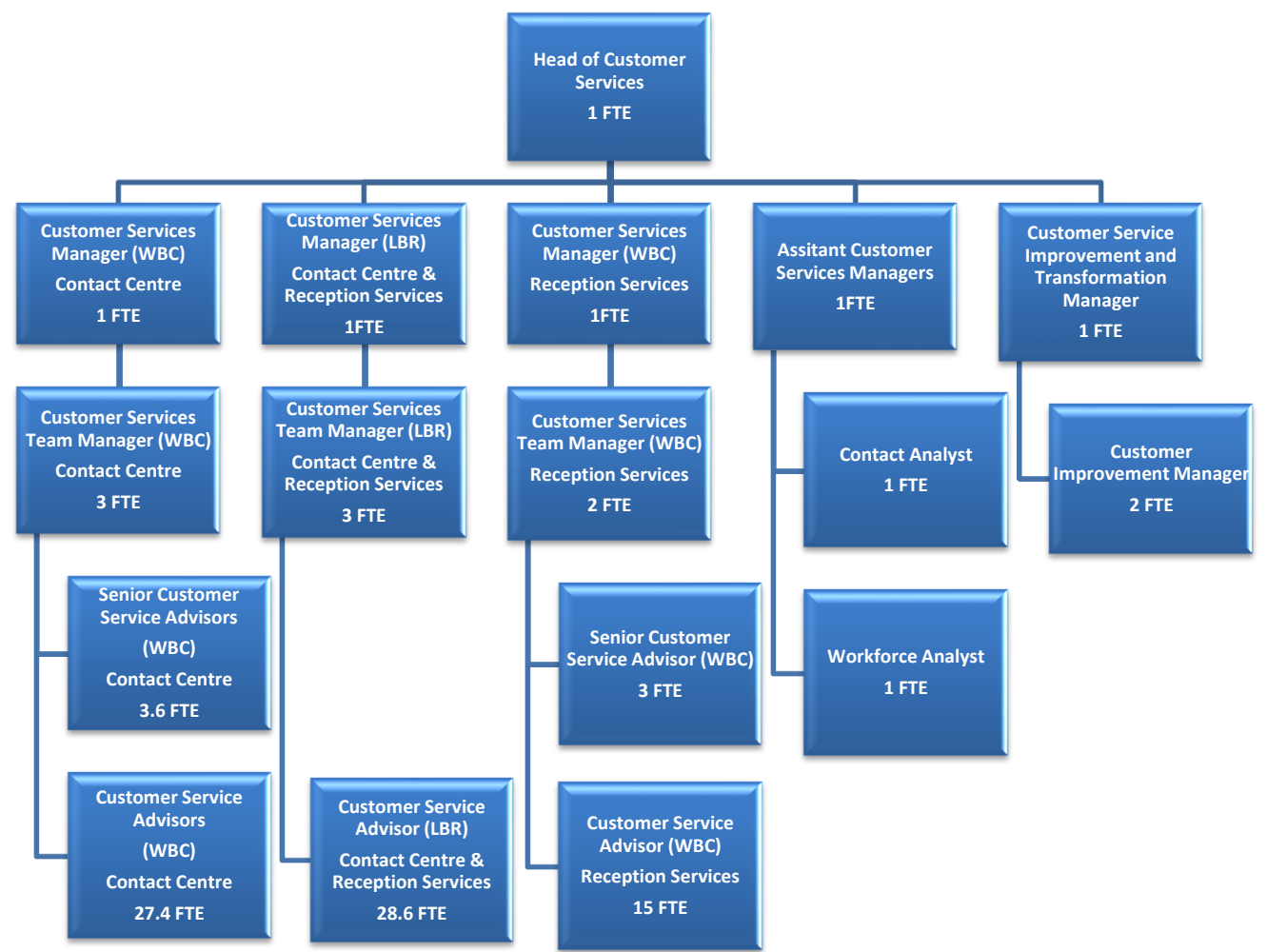
<sup>1</sup> *Criteria is subject to change and will differ based on primary location/contact channel due to differing and changing business needs*



number one for  
service and value



Current team structure





number one for  
service and value



## Person Specification

<b>Job Title:</b> Customer Service Advisor	<b>Grade:</b> Sc5 – Sc6
<b>Section:</b> Customers and Partnerships	<b>Directorate:</b> Chief Executive's Group
<b>Responsible to following manager:</b> Customer Services Team Manager	<b>Responsible for following staff:</b> Non Applicable
<b>Post Number/s:</b>	<b>Last review date:</b> August 2019

## Our Values and Behaviours<sup>2</sup>

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

<b>Person Specification Requirements</b>	<b>Assessed by A &amp; I/ T/ C (see below for explanation)</b>
<b>Experience</b>	
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
<b>Skills</b>	
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

<sup>2</sup> These values and behaviours will be developed further as the SSA becomes established.



number one for  
service and value



Ability to demonstrate a flexible and co-operative approach towards changing business needs	A,I,T
<b>Qualifications</b>	
Educated in GCSE or equivalent level in English	A

- A – Application form
- I – Interview
- T – Test
- C - Certificate