

Lancaster City Council - Job Description

Job Title:	Casual Customer Services Advisor	Grade:	£9.62 per hour	Job Code:	CEC0062, CEC0063, CEC0064, CEC0065, CEC0066, CEC0067
Job Family:	N/A	Job Family Group:	N/A	Reports to:	Customer Service Team Leader

Job Summary

To provide first point of contact resolutions for customers by either responding to and resolving their enquiries, or assigning and tracking service requests to colleagues as appropriate. Ensure our customers have access to high quality customer-focused services by dealing with all requests professionally and in a timely manner in accordance with agreed corporate timescales.

Direct Responsibilities

Customer Service and Communication

Serve customers on the telephone, face to face, electronically and in writing:

Deliver a knowledgeable and professional service to all customers from the first point of contact.
Take individual responsibility for customer enquiries, complaints and requests.
Record and progress service requests and process payments for services where appropriate.
Ensure all information provided to our customers is accurate and in accordance with current legislation, statutory guidance and Council policies.
Respond to challenging customers empathetically and sensitively identifying those with complex needs and referring/signposting to partner services as appropriate.

Consistently deliver reliable customer service:

Capture information and identify customer needs through effective questioning and listening.
Provide customers with comprehensive responses to a wide range of enquiries in relation to all the services supported by the Customer Service Team.
Respond to all customers with courtesy and respect always showing an understanding of people's individual needs and equality of opportunity.

Provide all customers with a positive impression of yourself, the district, and Lancaster City Council:

Ensure the customer service areas at both Town Halls are presented in a professional manner and consistently deliver the highest possible standards of care to our customers and visitors.
Work pro-actively to build positive relationships with our partner organisations and our external and internal customers (including elected Members).

Service Improvement

Support customer service improvements:

Actively promote e-services and support digital inclusion by assisting customers to self-serve.
Record and resolve customer comments and complaints escalating more contentious cases to a Team Leader as appropriate. Assist the Customer Service Manager to collect and feed back information about service problems and trends, conducting satisfaction surveys as required.

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Seek to develop and support effective teamwork:

Work collaboratively and flexibly as part of a team. Help with the training and development of new staff members (This may involve call monitoring, mentoring and observation).

Promote and support good working practices within the Customer Service Centre, with other Council colleagues and our partner organisations.

Information Communications Technology

Access and maintain computer records:

Consistently and carefully enter customer information on a range of computer systems including the use of Document Imaging equipment to scan and index customer documentation.

Maintain attention to detail when inputting information to ensure customer records are accurate and give a true representation of their circumstances and requirements.

Safeguard the security and confidentiality of all information as stipulated by the relevant legislation (including GDPR and Freedom of Information).

Council Procedures

Consistently demonstrate and ensure that all relevant legislation, guidelines and procedures are adhered to:

Help the team meet the Council's customer service standards and handle complaints and feedback in line with Council procedures.

Primary Objectives

- Provide customers with simple, straightforward access to Council services by supplying accurate information and efficient and effective answers to their enquiries.
- Deal knowledgeably and thoroughly with more complex enquiries and provide customers with clear but detailed explanations and advice as appropriate.
- Demonstrate, through a range of different methods, a standard of customer service that exceeds the expectations of our customers.
- Actively contribute to providing a service that maximises equality of opportunity, extends accessibility to all sections of the community and puts the customer at the heart of everything we do.

Knowledge & Educational Requirements

Education and experience

GCSE in Maths and English at Grade C or above or equivalent qualification.

Ability to communicate clearly both verbally (face to face and telephone) and in writing.

Capable of consistently completing computer records accurately.

Able to deal with challenging customers and to keep calm under pressure remaining professional and tactful at all times.

Able to understand complex information, including legislation, and interpret the meaning for customers.

Proven ability to be an effective, flexible and positive team member.

Specialised knowledge:

This role will require or develop the following specialist knowledge and experience:

Knowledge of the processes, procedures and associated legislation relating to all the Services currently supported by the Customer Service team.

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Functional knowledge:

Knowledge of GDPR and Freedom of Information legislation.

High level of customer service skills and experience.

Functional knowledge of Microsoft applications (Outlook, Word, Excel).

Familiarity with wider council and key partner agency purposes and functions.

LCC specific knowledge:

Understanding, implementation and adherence to Lancaster City Council's policies and procedures.

Understanding, implementation and adherence to Our Values.

Understanding of the post holder's own and their team's contribution to the Council's Corporate Plan.

Other Requirements

As casual workers, you will be paid only for the hours which you work. The nature of casual work means that there is no mutuality of obligation. This means that the Council is not obliged to offer you any hours and neither are you obligated to accept any hours offered. The Council cannot guarantee that work will be available.

This role is public facing therefore the ability to converse at ease with members of the public and provide advice in accurate spoken English is an essential part of the role. In this instance a role is classed as public facing if, as an intrinsic part of the role there is a requirement to regularly speak to members of the public in English.

The post holder will be required to undertake any training and development appropriate to the current and future needs of the post.

This post is based at Palatine Hall, but you may be expected to work from any Council building when required.

Additional information

General Statement

The above duties and responsibilities do not include or define all tasks that may be required of you. Duties and responsibilities may vary without changing the general character or grade of the role.

As a normal part of your job, you may be required to undertake corporate activities on behalf of your Service. This could include corporate roles and project work appropriate to the grade of the post.

Learning and Development

You are expected to undertake any training and development appropriate to the current and future needs of the post.

Health & Safety at Work

All members of staff are responsible for fulfilling their health and safety roles and responsibilities, as outlined in the Job Description above. It is the employee's responsibility to ensure that they are familiar with the Council's health and safety policy, procedures, work instructions and relevant risk or other health and safety assessments pertinent to their work tasks, and that they carry out their work tasks in accordance with the significant findings of such.

Equal Opportunities

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Lancaster City Council is an Equal Opportunities employer and has equal opportunities policies with which you are expected to comply at all times. The City Council condemns all forms of harassment and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias.

Community Safety

Section 17 of the Crime and Disorder Act requires local authorities to consider the community safety implications of all their activities. Officers of Lancaster City Council should have an awareness of community safety and consider any community safety implications within their own area of responsibility.

Safeguarding

Lancaster City Council delivers a range of services and activities that impact on the lives of children both directly and indirectly. Safeguarding children, ensuring their welfare, safety and health is of paramount importance. We are committed to providing safe and supportive services that will give children the opportunities to achieve their full potential.