

## Lancaster City Council - Job Description & Person Specification

<b>Job Title:</b>	Customer Services Advisor	<b>Grade:</b>	GG56-7 Career Graded	<b>Job Code:</b>	LCC358
<b>Service/Team:</b>	Customer Services	<b>Role Type:</b> <b>*Delete as appropriate</b>	HYB/CSV	<b>Reports to:</b>	Customer Service Supervisors LCC357
<b>Line Manages:</b> <b>*Title/s &amp; LCC Code</b>	Not Applicable				

Job Overview
<p>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.</p> <p>You will provide support to our residents by phone, via our contact us form as well as face to face.</p>
Direct Responsibilities
<p><b><u>Customer Service and Communication</u></b></p> <p><b>Serve customers on the telephone, face to face, electronically and in writing</b>            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.</p> <p><b>Consistently deliver reliable customer service</b>            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.</p> <p><b>Provide all customers with a positive impression of yourself, the district and Lancaster City Council</b>            Ensure the customer service areas at both Lancaster and Morecambe 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).</p> <p><b><u>Service Improvement</u></b></p> <p><b>Support customer service improvements</b>            Actively promote e-services and support digital inclusion by assisting customers to self-serve.</p>

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Record and resolve customer comments and complaints escalating more contentious cases to a Supervisor as appropriate. Assist the Customer Service Manager to collect and feedback information about service problems and trends, conducting satisfaction surveys as required.

### **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 Measurable 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.
- In order to progress from the training grade, you will need to be trained in at least half of the areas of work that the team deal with. This is to ensure you can deal with the majority of enquiries that the customer services team deal with. By the end of your training, you will be fully crossed trained.
- To identify when residents need bespoke support and to signpost these residents to the Supervisors.
- To occasionally work out in the districts from pop up events as the sole representative from the customer service team.
- Be able to use own initiative and problem solve.

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- Have an excellent knowledge of support groups in the area and be able to refer people for additional support when appropriate.
- Support with the mentoring of new members onto the team.
- Engage with other services across the council to help support the development of the Granicus CRM project.
- Support with the administration and awarding of any grants that are being administered by the Resident Support Officers when required.

### Staff Management Responsibilities

- Not Applicable

### 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.

#### Climate Emergency

You will be expected to conduct your work activities in a way that demonstrates understanding of, and alignment with the requirements of delivering the Council's response to the Climate Emergency.

#### Equal Opportunities

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.

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### 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.

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Person Specification			
Knowledge & Educational Requirements	Essential Criteria	Desirable Criteria	Assessed by: App Form, Interview, Certificate, Test, Other...
Specialised Qualifications & Training		<ul style="list-style-type: none"> <li>GCSE in Maths and English at Grade C or above or equivalent qualification</li> </ul>	App Form, Interview, Certificate.
Experience		<ul style="list-style-type: none"> <li>Knowledge of the processes, procedures and associated legislation relating to all the Services currently supported by the Customer Service team.</li> </ul>	App Form, Interview
Job Related Skills, Knowledge & Abilities	<ul style="list-style-type: none"> <li>High level of customer service skills and experience</li> <li>Functional knowledge of Microsoft applications (Outlook, Word, Excel)</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of GDPR and Freedom of Information legislation</li> <li>Familiarity with wider council and key partner agency purposes and functions</li> </ul>	App Form, Interview
Personal Attributes Including Interpersonal & Communication Skills	<ul style="list-style-type: none"> <li>Ability to communicate clearly both verbally (face to face and telephone) and in writing</li> <li>Capable of consistently completing computer records accurately</li> <li>Able to deal with challenging customers and to keep calm under pressure remaining</li> </ul>		App Form, Interview, Test

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	<p>professional and tactful at all times</p> <ul style="list-style-type: none"> <li>• Able to understand complex information, including legislation, and interpret the meaning for customers.</li> <li>• Proven ability to be an effective, flexible and positive team member.</li> </ul>		
<b>Special Requirements/Other</b>		<ul style="list-style-type: none"> <li>• Initially a Customer Services Advisor will not be required to have any specialised knowledge as full training will be provided; however, in order to be moved up to a Grade 7 they must have been fully cross trained in all areas that Customer Services deal with.</li> </ul>	App Form, Interview

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### **Additional information**

#### Lancaster City Council Specific Knowledge

Once in post, demonstrate:

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.

#### 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 are expected to routinely undertake corporate activities on behalf of your Directorate, appropriate to grade of the role.

#### 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

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<b>Employee Signature:</b>		<b>Print name:</b>		<b>Date:</b>	
<b>Manager Signature:</b>		<b>Print name:</b>		<b>Date:</b>	