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|  | **POST TITLE:** | Customer Services Assistant |
| 1. **2.** | **POST NUMBER:** |  |
| 1. **3.** | **GRADE:** | Grade 4  Job Evaluation Reference No. A5260 |
|  | **LOCATION:** | Your normal place of work is to be agreed. However, you may be required to work at any council workplace within County Durham. |

**5. RELEVANT TO THIS POST:**

**Flexible Working:** Subject to service needs the council’s flexible working policy is applicable to this post.

**6. ORGANISATIONAL RELATIONSHIPS:**

The post holder will be accountable to the Customer Services Team Coach

1. **DESCRIPTION OF ROLE:**

To provide a first point of contact for all our customers, service users and stakeholders’ access to public services by all access channels, dealing with customer enquiries on all aspects of business within the remit of Customer Services and partnership services.

**8. DUTIES AND RESPONSIBILITIES *SPECIFIC* TO THIS POST:**

Listed below are the primary responsibilities of the role:

* To provide accurate information on all Council and partner services on both routine and complex issues.
* To assist the Customer Services Officers and Team Coaches in the day-to-day provision of the front line service through face to face, telephone, self-service and e-based contacts.
* To deal effectively with customers service requests, answering queries, giving advice covering the full range of Council and partner services and managing the progress of each enquiry through all stages to its conclusion (where applicable).
* To support the capture of corporate complaints, comments, compliments and suggestions from customers using the Council’s Customer Relationship Management system and following the relevant adopted policies and procedures.
* The collection and validation of information to assist Customer Services Officers in a quick and accurate service provision including the prevention and detection of benefit fraud.
* To represent the customers best interests in seeking expert or specialist advice from services inside and outside the Council.
* To maintain up-to-date records and knowledge of the Councils Policies and Procedures required to provide the effective processing of service requests, enquiries and complaints.
* Schedule appointments for customers where necessary and follow up to ensure requests for service are followed through to conclusion.
* Assist customers in locating Council information stored in computerised and manual formats including the processing of payments as required.
* Awareness of Risk Management and the impact of the Councils Risk Policy has on the post holder.
* The duties and place of work may change as the service provision changes to the meet the needs of the customer.
* Participate in corporate working, in particular in order to achieve the corporate objectives and personal development aims.
* Shares all relevant and useful information with others in the team and keeps everyone up to date with the latest developments. Proactively co-operates with others to achieve targets set for group, participates in teamwork and supports team decisions.
* Patience and empathy.

Flexible Working – The post exists to service customers of the council and is therefore important that the hours worked meet the requirements of the public. Consequently there may be a requirement for staff to operate on a basis providing for late evenings early mornings and weekend opening.

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by the Head of Service.

The generic responsibilities which will be undertaken in support of the above work include the following (if applicable):

**9. COMMON DUTIES AND RESPONSIBILITIES:**

9.1 **Quality Assurance**

To set, monitor and evaluate standards at individual, team performance and service quality so that the user and the Service’s requirements are met and that the highest standards are maintained.

To establish and monitor appropriate procedures to ensure that quality data are reported and used in decision making processes and to demonstrate through behaviour and actions a firm commitment to data security and confidentiality as appropriate.

9.2 **Communication**

To establish and manage the team communications systems ensuring that the Service’s procedures, policies, strategies and objectives are effectively communicated to all team members.

9.3 **Professional Practice**

To ensure that professional practice in the team is carried out to the highest standards and developed in line with the Service’s stated objectives of continual improvement in quality of its service to internal and external customers.

9.4 **Health and Safety**

Manage health and safety in their area of responsibility in accordance with the relevant section(s) of the Corporate/Service Health and Safety Policy and to ensure that the Health and Safety policy, organisation arrangements and procedures as they relate to areas, activities and personnel under your control are understood, implemented and monitored.

9.5 **General Management (where applicable)**

To provide vision and leadership to staff within a specialist team, ensuring that effective systems are in place for workload allocation and management, the application of the Authority’s and the Service’s policies and procedures, including those relating to equality, supervision and appraisal and all aspects of their performance, personal development, health and welfare.

9.6 **Financial Management (where applicable)**

To manage a designated budget (as required) ensuring that the Service achieves value for money in all circumstances through the monitoring and control of expenditure and the early identification of any financial irregularity.

9.7 **Appraisal**

All members of staff will receive appraisals and it is the responsibility of each member of staff to follow guidance on the appraisal process.

9.8 **Equality and Diversity**

As an organisation we are committed to promoting a just society that gives everyone an equal chance to learn, work and live free from discrimination and prejudice.  To ensure our commitment is put into practice we have an equality policy which includes responsibility for all staff to eliminate unfair and unlawful discrimination, advance equality of opportunity for all and foster good relations.

       These policies apply to all employees of Durham County Council.

9.9 **Confidentiality**

All members of staff are required to undertake that they will not divulge to anyone personal and/or confidential information to which they may have access during the course of their work.

All members of staff must be aware that they have explicit responsibility for the confidentiality and security of information received and imported in the course of work and using Council information assets. The Council has a Personal Information Security Policy in place.

9.10 **Induction**

The Council has in place an induction programme designed to help new employees to become effective in their roles and to find their way in the organisation.

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|  | **Essential** | **Desirable** | **Method of Assessment** |
| Qualification | * 4 GCSE’s (A-C) or equivalent |  | * Application form * Selection Process * Pre-employment checks |
| Experience | * Experience of dealing with the public through a range of contact channels | * Experience of working in a call centre environment * An understanding of the main services provided to the public | * Application form * Selection Process * Pre-employment checks |
| Skills/ knowledge | * Ability to work on own initiative and under pressure * Ability to communicate clearly and deal with enquiries with diplomacy and sensitivity both verbally and in writing with a wide range of people * PC Literate * Administrative skills and ability to process numerical data * The ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post | * Ability to contribute to the development of the team | * Application form * Selection Process * Pre-employment checks |
| Personal Qualities | * Positive attitude to flexible working * Ability and determination to achieve successful conclusions and respond to a challenge |  | * Application form * Selection Process * Pre-employment checks |