 <b>Stockton-on-Tees</b> BOROUGH COUNCIL		<b>JOB DESCRIPTION</b>	
<b>Directorate:</b>  <b>Community Services, Environment and Culture</b>		<b>Service Area:</b>  <b>Customer &amp; Digital Services</b>	
<b>JOB TITLE: Customer Services Officer</b>			
<b>GRADE: F</b>			
<b>REPORTING TO:</b> Customer Contact Lead			
<b>1.</b>	<b>JOB SUMMARY:</b>  To respond to enquiries from the Council's customers across a range of service areas in an efficient, effective, sensitive and courteous manner. To ensure that customers are able to access the council's services and, where necessary, act as an advocate on the customer's behalf and to participate in service improvement activities.  The post-holder is required to provide customer services from one of the Council's three multi-service, face-to-face contact centres or its corporate telephone contact centre, including Occasional evening and weekend working. Post holders may be required to rotate between different contact centres to meet fluctuating workloads and as part of their training.		
<b>2.</b>	<b>MAIN RESPONSIBILITIES AND REQUIREMENTS</b>		
	1.	To respond to customer enquiries and requests for service, through the range of Customer access channels in respect of a range of Council services, providing a high quality professional service.	
	2.	To take any necessary action to ensure that enquiries are dealt with efficiently and appropriately, against agreed performance targets, and that as many as possible are resolved at the first point of contact to the satisfaction of the customer. Where necessary liaise with colleagues and/or escalate to more senior members of staff and colleagues in other services, based upon set procedures and guidelines in order to resolve customer enquiries.	
	3.	To make telephone calls and e-mails and face to face contact as required to progress enquiries and requests for service and to follow up and ensure that a satisfactory resolution is achieved when enquiries are passed to a specialist or where immediate action cannot be taken.	
	4.	To maintain accurate records of customers and transactions within the CRM and related line of business applications and to use the information held in these systems to understand customer enquiries and to provide customers and other colleagues with updates.	
	5.	To resolve problems and issues of customer dissatisfaction, where necessary escalating to more senior members of staff or other services.	
	6.	To administer and participate in consultation and communication exercises, including Corporate Mystery Shopping programme, Viewpoint and Customer Service satisfaction surveys.	

	7.	To contribute ideas and suggestions on systems and procedures to enhance the quality and efficiency of Customer Services.
	8.	To identify opportunities for digital transformation and service improvement including promoting customer self-serve and contributing to the development, testing and implementation of new models for customer service delivery and technology enabled solutions.
	9.	To support the continuation of the Council's corporate Customer Service Excellence programme and the Access Channel strategy, including assisting in the organisation of the Customer Service Excellence Awards.
	10.	To participate in development and improvement activities, including the review and implementation of process and systems.
	11.	To actively promote the Council by informing customers of other services that may be relevant or of interest to them. To keep abreast of organisational and procedural changes and topical issues within the Council in order to provide up to date information for all customers.
	12.	To actively seek feedback from customers and partner services, ensuring that views are captured and used to inform service improvements.
	13.	To provide staff absence cover for operational service delivery teams to maintain service continuity as required.
	14.	To provide information, support and guidance to customers and other council services as required.
	15.	To liaise with colleagues across the Council and other agencies and to represent the service at work groups, meetings and forums as required.
	16.	To carry out all duties with an appreciation of the importance of customer service to the Council's relationship with customers, stakeholders, partners and staff. To adhere to the division's dress code.

### 3. GENERAL

**Job Evaluation** - This job description has been compiled to inform and evaluate the grade of F using the NJC Job Evaluation scheme as adopted by Stockton Council.

**Other Duties** - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

**Workforce Culture and supporting behaviours and Code of Conduct** – The post holder is required to carry out the duties in accordance with Workforce Culture and supporting behaviours, code of conduct, professional standards and promote equality and diversity in the workplace.

**Personal Development** – As defined by the Council's Culture Statement, all employees will take responsibility for their own development

**Customer Services** – The post holder is required to ensure that all customers both internal and external, receive a consistently high quality level of service, commensurate to the standards required by Stockton-on-Tees Borough Council.

**Policies and Procedures** – The post holder is required to adhere to all Council Policies and Procedures.

**Health and Safety** – The post holder has a responsibility for their own health and safety and is required to carry out the duties in accordance with the Council Health and Safety policies and procedures.

**Safeguarding** – All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Stockton Council's Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.


**Job Description dated            December 2020**

## PERSON SPECIFICATION

Job Title/Grade	Customer Services Officer	F
Directorate / Service Area	Culture, Leisure & Events	Digital Transformation and Customer Services
Post Ref:		

	ESSENTIAL	DESIRABLE	MEANS OF ASSESSMENT
Qualifications		<ul style="list-style-type: none"> <li>▪ Has successfully completed or is working towards an NVQ Level 3 qualification in Customer Services (or equivalent).</li> <li>▪ Maths and English at GCSE Grade C (or equivalent).</li> </ul>	Application form  Selection Process  Pre-employment checks
Experience	Demonstrable experience of:- <ul style="list-style-type: none"> <li>• Participating the delivery of high quality customer services.</li> <li>• Responding to customer complaints and feedback professionally and sensitively.</li> <li>• Promoting positive cultural change.</li> <li>• Implementing improvements to services and demonstrating outcomes.</li> </ul>	<ul style="list-style-type: none"> <li>• Giving advice and information to the public both face to face and over the telephone.</li> </ul> Experience of:- <ul style="list-style-type: none"> <li>• Using customer management systems for recording and retrieving customer information.</li> </ul>	Application form  Selection Process  Pre-employment checks
Skills	Demonstrable ability to:- <ul style="list-style-type: none"> <li>• Understand the various needs of the Council's customers and the impact on Customer Services.</li> <li>• Communicate effectively with a range of stakeholders</li> <li>• Work in partnership across Directorates</li> <li>• Contribute to the development, testing and implementation of service improvements.</li> </ul>	An understanding of the Council's core values and objectives	Application form Selection Process Pre-employment checks

	<ul style="list-style-type: none"> <li>• Accurately record, analyse and interpret customer data and use it effectively to provide a high quality customer service.</li> <li>• Demonstrable ability to use a range of Microsoft Office packages</li> </ul> <p>Ability to communicate clearly both verbally and in writing.</p> <p>Ability to deal politely, efficiently and courteously with a wide range of individuals.</p> <p>Well-developed listening skills and the ability to assimilate information.</p> <p>Ability to work as part of a team and to work independently.</p>		
Specific behaviours relevant to the post	<ul style="list-style-type: none"> <li>• Demonstrate the Council's Behaviours which underpin the Culture Statement.</li> <li>• Customer focus</li> <li>• Committed to continuous personal development</li> <li>• High personal standards of self-discipline in working to deadlines</li> <li>• Highly motivated, energetic, winning, not easily discouraged</li> </ul>		Application / Interview
Other requirements	<ul style="list-style-type: none"> <li>• Will be required to adopt a flexible approach to working hours to meet the needs of the service.</li> <li>• Willing to work outside normal office hours occasionally (Periodic evening and weekend working)</li> </ul>		

 <b>Stockton-on-Tees</b> BOROUGH COUNCIL	<b>KNOWN RISKS FOR THIS ROLE</b>
<b>DIRECTORATE:</b> Community Services, Environment and Culture	<b>SERVICE AREA:</b> Customer & Digital Services
<b>JOB TITLE:</b> Customer Services Officer	
<b>GRADE:</b> F	
<b>REPORTING TO:</b> Sue Grace	

**The following are the known risks for this role, more than one may apply. Where there are no known risks this will be indicated.**

Known Risk	Yes/No
Is required to work at heights or on ladders	N
Is required to work in confined spaces or unusual environmental conditions where specialist equipment or breathing apparatus is needed	N
Is required to drive a Council vehicle or regularly transporting other person/clients/pupils in own vehicle as part of normal duties	N
Is required to drive an HGV/LGV/PCV/Minibus	N
Is required to undertake agriculture, horticulture or gardening work	N
At risk from noise that might affect an employee's health (will be required to wear ear protection)	N
Will be exposed to vibration likely to be above the exposure action level.	N
Is exposed to hazardous substances as detailed in Appendix 1	N
Is likely to be exposed to asbestos	N
Is at risk of a needle stick injury or human bite or could be exposed to blood, sewerage, bodily fluids.	N
May be exposed to lead or lead based products	N
Will handle food	N
Will require a health assessment for regular night working	N
Will be required to undertake the Display screen equipment training	Y
Other known risks – please detail	N
No known risks associated with this role	N

**As the manager of this post, I declare that the details above are an accurate reflection of the risks associated with the post.**

Signature of Manager: Sue Grace

Date:22/06/2022

## **Conditions of Service**

### **General**

Conditions of service will vary from service to service. However, there are some general points to cover.

Conditions of service generally are those contained in the appropriate National Joint Council Schemes but have been supplemented in a number of areas by locally agreed conditions. The relevant Handbooks are available for reference in all departments.

### **Office Hours**

The normal working week is 37 hours. Council offices are generally open to the public from 8.30 a.m. to 5.00 p.m. (4.30p.m. on Friday). The majority of office staff are able to take part in the Councils flexible working hours scheme. Elsewhere, fixed hours or shift working may be operated according to the needs of a particular service.

### **Annual Leave**

The basic annual leave entitlement is 26 days plus 8 public holidays. Employees with 5 years continuous service receive 31 days annual leave.

### **Sick Pay**

Most employees are covered by the provisions of the nationally agreed sick pay schemes which allow periods of absence on half pay and full pay according to length of service.

### **Pension**

You will automatically be entered into the Local Government Pension Scheme (LGPS) unless you choose to opt out. This is a contributory pension scheme and meets Government standards for automatic enrolment. If you do not opt out within three months of joining the LGPS, you will not be eligible to receive a refund of your contributions but will instead be given deferred benefits within the Scheme. If you decide to opt out of the Scheme your employment, earnings and age will be monitored in line with automatic enrolment guidelines.

### **Medical Examination**

Before commencing your employment, you will need to complete a medical questionnaire and may be subject to a medical examination.

### **Probation**

New entrants to Local Government will be required to complete a six month probationary period.

### **Equal Opportunities**

The Council is working towards an environment where all employees, residents and service users receive equal treatment regardless of gender or gender reassignment, marital or civil partnership status, sexual orientation, age, disability, race, religion or belief, social origin, pregnancy and maternity.

### **Job Sharing**

A voluntary Job Sharing Scheme is in operation. Applications to job share are welcome and there is no requirement for you to apply with a partner.

### **Payment of Salaries**

Salaries are paid monthly on the last working day of the month. All payments are made by credit transfer direct to a nominated bank or building society.

### **Smoking Policy**

The Council operates a No Smoking Policy.

### **Politically Restricted Posts**

The Local Government and Housing Act 1989, as amended by the Local Democracy, Economic Development and Construction Act 2009 designate certain posts as politically restricted. If this is

the case it will be detailed on the job description and means that you would be disqualified from being a member of a Local Authority, the House of Commons or of the European Parliament. Further information is available upon request.

**Rehabilitation of Offenders Act 1974**

Having a criminal record will not necessarily bar you from working for the Council. This will depend on the nature of the post and the circumstances and background of your offence(s). To assist the Council in determining the suitability of your employment, certain posts are subject to a DBS check. If this is the case an appropriate statement will appear in the recruitment advertisement.