

JOB DESCRIPTION

JOB TITLE:	Open Customer Services Coordinator
GRADE:	Band 4 (SCP13-16) (2021/22 £23,023 - £24,432)
BASE:	Northern Design Centre, Abbots Hill, Baltic Business Quarter, Gateshead, NE8 3DF
TERM:	Fixed for 23 months from appointment
MANAGED BY:	Intelligence & Performance Specialist

1. SUMMARY OF POST

- a. Act as the first point of contact for stakeholder queries, resolving first line queries and logging escalations. These may be over the phone or via email.
- b. Utilise effective communication skills to deliver excellent customer service.
- c. Support NEPO with project administrative requirements.

2. JOB PURPOSE

The key duties of this post will include:

- 2.1 To provide operational support to all users of Open and NEPO's other e-enabled systems to resolve a wide range of queries.
- 2.2 To utilise effective communication skills to always deliver excellent customer service and protect the reputation of NEPO as a customer sensitive and focussed organisation.

- 2.3 To take ownership of service requests from customers from inception through to resolution whilst ensuring the timely and satisfactory conclusion of problems.
- 2.4 To triage enquiries, via NEPOs central ticketing system, between levels 1 – 4 and with various internal teams depending on the nature and complexity of the enquiry.
- 2.5 To provide daily monitoring of triaged enquiries across levels and aligned to predetermined response times. This includes maintaining regular communication with the enquirer during the triaging process and flagging to senior service representatives where resolutions haven't been delivered within the desired response timescales.
- 2.6 Support general planning, attending meetings and recording minutes where required and issue resultant correspondence, all whilst ensuring discretion with confidential information.
- 2.7 Support communications with project stakeholders via various methods (including email, telephone, meetings, and MS teams).
- 2.8 Support the Open project team in the development and maintenance of project documentation and information.
- 2.9 Support the collection and sharing of project information across key NEPO and regional stakeholders.
- 2.10 Support the Open project team with effective storing of information and documentation.
- 2.11 Support the Open project team with analysis and interrogation of data.
- 2.12 Deal with enquiries by telephone and ensure that they are dealt with effectively and efficiently, e.g. answering routine queries, signposting and taking messages where appropriate.
- 2.13 Attend staff meetings, and training as required.
- 2.14 Accurately input data into computerised systems, databases and spreadsheets and process, retrieve and cleanse data as necessary.

- 2.15 Ensuring issues and opportunities for improvement are escalated to managers promptly so that underperformance or concerns can be addressed in a proactive and timely manner.

Personal Disposition

- 2.16 To demonstrate high professional standards that represent NEPO in a positive and professional manner and contribute to the continuous progress and development of NEPO.
- 2.17 To build appropriate broad and professional networks to increase the influence that can be exerted on matters that concern NEPO and Member Authorities.
- 2.18 Foster close and effective relationships with colleagues and customers to deliver mutual benefits as part of a regional collaborative team.
- 2.19 Take responsibility for your own health, safety and welfare ensure that organisational health and safety policy and procedures are adhered to.
- 2.20 Take personal responsibility for continued personal and professional development and contributing to the learning and growth of NEPO.
- 2.21 Carrying out other duties, engage in development activities and promote the benefits and strategy of NEPO and its services as required.

3. PERSON SPECIFICATION

Criteria	Essential	Desirable	How this is identified
Essential knowledge	Using full suite of Microsoft office.	Working in a local government setting.	Application and interview
Qualifications	4 GCSE grade 4 – 9 or equivalent including Maths and English.	Degree or administrative qualification, such as Business Administration or equivalent.	Application
Experience	<p>Able to work to a good standard, to tight deadlines, often under pressure.</p> <p>Experience of dealing with enquiries from a range of people via a range of communication channels.</p> <p>Acting in a professional style and manner and utilising effective communication skills.</p> <p>Working with a high level of accuracy.</p> <p>Ability to apply accurate literacy and numeracy skills to</p>	<p>Website Content Management systems.</p> <p>Experience of handling multi-channel customer contacts, and working to achieve first contact resolution</p> <p>Using JIRA ITSM or other equivalent service management systems.</p>	<p>Application and interview</p> <p>Application and interview</p>

Criteria	Essential	Desirable	How this is identified
	<p>include spelling, grammar, punctuation, percentages and decimals.</p> <p>Ability to work as part of a team.</p>		