
 Stockton-on-Tees BOROUGH COUNCIL	JOB DESCRIPTION
DIRECTORATE: Children's Services	SERVICE AREA: Help & Support – Family Support
JOB TITLE: Customer Service Assistant	GRADE: E
REPORTING TO: Coordinator – Family Hub	

1. JOB SUMMARY
<p>To assist the Coordinator – Family Hub and Coordinator – Parenting Support, by working to create a vibrant and accessible hub which is welcoming for families and professionals.</p> <p>Working with the Family Engagement Workers to ensure that display boards are relevant and up to date with services on offer from Family Hubs.</p> <p>Provide information about the range of services available from Family Hubs to parents and professionals.</p> <p>Provide administration and data input as required.</p> <p>Work flexibly across Children's Services and with other agencies, partners and stakeholders to meet the needs of children, young people and families.</p> <p>To assist on specific projects and take on responsibility for other areas of work when required.</p>

2. MAIN RESPONSIBILITIES AND REQUIREMENTS	
1.	<ul style="list-style-type: none"> • Work closely with Family Engagement Workers to ensure that the Family Hubs provide a welcoming environment for families and professionals. Utilising display boards to advertise the range of services available from Family Hubs and ensuring Family Information Directory is up to date with all provision delivered via Family Hubs. Support in updating Facebook pages and making this engaging, up to date and relevant to families. • Have a basic knowledge of internal and external support services who work with families. Meet and greet families into the Family Hub and provide advice, support and signposting to the Family Engagement Workers as required. • Responsible for room booking system • Responsible for setting up rooms ready for delivery of programmes and meetings. • To be responsible for the collection and collation of performance information regarding Family Hub customers and activities, including liaising with multi- disciplinary agencies, other SBC Departments, staff and members of the public. • Ensure that up to date literature and leaflets are available for families and professionals to collect. • To be responsible for the control of accurate data input into computerised information systems to deadlines, as specified by line manager. • To provide general support with administrative tasks ensuring that all timescales are adhered. To create and maintain electronic files in line with service requirements. • Work closely with the parenting team to ensure that parents referred on to parenting programmes are contacted in a timely manner. • To adopt a solution focused approach in working with families so as to build resilience and recognise own strengths and expertise. • To be a key holder for the building in the absence of the Coordinator – Family Hub and work with partners to ensure the building is available but complies with the relevant security and health and safety procedures for opening and closing, when required. • To be prepared to work flexible hours including evenings and weekends to suit the operational activities of the Family Hub and ensure that appropriate cover and services can be delivered.
2.	Contribute to the achievement of service objectives.
3.	Contribute to the learning and development of people in the team and undertake your own personal development.
4.	Contribute to the achievement of financial objectives.
5.	Work flexibly across Children’s Services and with other agencies, partners and stakeholders to meet the needs of children, young people and families.
6.	Promote a positive workforce culture that is focussed on delivering excellent customer service and ongoing service improvement.
7.	Support and promote the ongoing work, development and improvement of the Directorate and the Council.

8.	Assist on specific projects and take on responsibility for other areas of work when required.
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3. GENERAL
<p>Job Evaluation - This job description has been compiled to inform and evaluate the grade of the job.</p> <p>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.</p> <p>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.</p> <p>Personal Development – As defined by the Council’s Culture Statement, all employees will take responsibility for their own development</p> <p>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.</p> <p>Policies and Procedures – The post holder is required to adhere to all Council Policies and Procedures.</p> <p>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.</p> <p>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.</p>
Job Description dated: June 2021

 Stockton-on-Tees BOROUGH COUNCIL	PERSON SPECIFICATION	
DIRECTORATE: Children's Services	SERVICE AREA: Help & Support – Family Support	
JOB TITLE: Customer Service Assistant	GRADE: E	


CATEGORY	ESSENTIAL	DESIRABLE	MEANS OF ASSESSMENT
Qualifications	<ul style="list-style-type: none"> Educated to NVQ level 3 or equivalent in a directly relevant subject or the equivalent level of knowledge gained from demonstrable relevant work-related experience. 	<ul style="list-style-type: none"> Customer Care or Customer relationship qualification at NVQ level 2 or above or equivalent work experience. 	Application
Experience	<ul style="list-style-type: none"> Experience in working in a customer focused environment. Experience of front facing and working with families. Experience in working in a multi-disciplinary team. Experience in working with families from disadvantaged areas. 	<ul style="list-style-type: none"> Experience in tracking family progress. Experience of child protection policies and procedures. Working on CAPITA and Liquid Logic. 	Application / Interview

<p>Knowledge & Skills</p>	<ul style="list-style-type: none"> • Effective communication • Problem solving • Effectively plan and prioritise workload • The ability to relate to a wide range of people. • Ability to work in a multi-agency approach • Willingness to carry out personal professional development • IT skills (EDCL) 	<ul style="list-style-type: none"> • Information governance and security • Knowledge of local community • A good knowledge and understanding of provision and support available to families internally and externally. • An understanding of the local authority inspection framework. • Working knowledge of risk assessment and health and safety protocols and procedures 	<p>Application / Interview</p>
<p>Behaviours</p>	<ul style="list-style-type: none"> • Demonstrate the behaviours that underpin the Council's Culture Statement • Leading by example • Collaborative team worker • Handle difficult situations sensitively • Pragmatic, flexible and resilient • Self-motivated, energetic, not easily discouraged 		<p>Application / Interview</p>
<p>Other requirements</p>	<ul style="list-style-type: none"> • Ability to work flexibly to meet the needs of the service outside of office hours including evenings & weekends 		

Person Specification dated

June 2021

This document was classified as: OFFICIAL

 Stockton-on-Tees BOROUGH COUNCIL	KNOWN RISKS FOR THIS ROLE
DIRECTORATE: Childrens Services	SERVICE AREA: Help & Support – Family Support Family Hubs
JOB TITLE: Customer Service Assistant	
GRADE: E	
JOB LOCATION / BUILDING:	
REPORTING TO: <i>Family Hub Coordinator</i>	

The following are the known risks for this role as identified through a Risk Assessment. More than one risk may apply. Where there are no known risks this will be indicated.

Known Risks - which require Baseline Health Surveillance Screening before or at start of employment and ongoing health surveillance with Occupational Health		
Known Risk	Yes	No
Noise: Employee is likely to be regularly exposed to noise above the exposure action level. (Daily or weekly exposure of 85dB)		X
Vibration: Employee will be exposed to vibration above the daily Exposure Action Value (EAV) of 2.5m/s ² A(8) 9		X
Respiratory: Employee will be exposed to Hazardous Substances such as machine generated wood dust, mineral dust, solder flux, glues, resins, cutting oils, latex. (Those working with respiratory/skin irritants or sensitizers as defined by COSHH)		X

Known Risks which require a Medical Assessment with Occupational Health prior to starting employment and ongoing assessment during employment.		
Known Risk	Yes	No
HGV/LGV/Fork Lift Truck/Passenger Carrying Vehicle/Minibus (Group 2) Licence Drivers: Employee will be required to drive an HGV/LGV/FLT/PCV/Minibus.		X
Asbestos: Employee likely to be exposed to asbestos. Work with asbestos' includes: <ul style="list-style-type: none"> ○ Work which removes, repairs, or disturbs asbestos ○ Ancillary work (work associated with the main work of repair, including maintenance work on equipment) ○ Supervisory Work (work involving direct supervision over those removing, repairing, or disturbing asbestos) 		x

Known Risk	Yes	No
<p>Lead: Employee likely to be exposed to lead or lead based products (handling, processing, repairing, maintenance, storage, disposal)</p> <p>The lead must also be in a form in which it is likely to be:</p> <ul style="list-style-type: none"> ○ Inhaled, e.g., lead dust, fume or vapour. ○ Ingested, e.g., lead powder, dust, paint or paste; or ○ Absorbed through the skin, e.g., lead alkyls or lead naphthenate. <p>The regulations do not apply to work with materials or substances containing lead where, because of the nature of the work, lead cannot be inhaled, ingested, or absorbed.</p>		x
<p>Confined Spaces - Safety Critical: Employee will be required to work in a confined space where specialist equipment or breathing apparatus is needed.</p>		x
<p>Working at Heights - Safety Critical: Employee will be required to work at a height.</p>		x
<p>Blood-borne viruses: Employee is at risk of exposure to Blood-borne viruses e.g., needle stick injury, human bite, contact with human blood or other bodily fluids and sewerage.</p>		x

Other Known Risks		
Known Risk	Yes	No
<p>Council Vehicles or transport that does not require a Group 2 licence: Employee will be required to drive a Council vehicle or regularly transport service users/clients/pupils in their own vehicle as part of normal duties.</p>		x
<p>Food Handlers: Employee will be preparing and handling food</p> <p><i>Food Handlers Questionnaire to be completed and sent to Occupational Health</i></p>		x
<p>Night Workers: Employee will be regularly working at night</p> <p><i>Optional Night Worker Questionnaire available</i></p>		x
<p>Lone Working (including Home Working): Employee will be required to work alone.</p>		x
<p>DSE Users: Employee will be required to use Display Screen Equipment (DSE)</p> <p><i>DSE Training and assessment should be completed on commencement – arranged by manager</i></p>	x	
<p>Any Other: Please identify any other known risks associated with this job role.</p>		x

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: *Julie Place*

Date: 1/8/23

For any queries related to this form, please refer to the Known Risk Managers Explanatory Notes, or email the Occupational Health Department: Occupational.Health@stockton.gov.uk