

Role Profile – Neighbourhood Service Advisor

INFORMATION ABOUT THE ROLE:

Group:	Housing, Environment and Healthy Communities
Service:	Customer and Communities (Neighbourhood Services)
Location:	Various
Line Manager:	Customer Services Officer
Car User Status:	Casual

SCP 8-11 - £24,702 - £25,979

WHAT WE WANT YOU TO DO.....

- To be a key point of contact for customers responding to enquiries across a range of Housing and Council services in line with service standards
- To accurately process and reconcile income in line with the Council's financial guidelines and regulations
- To accurately store, access and maintain electronic and manual records, ensuring information held is correct and processed in compliance with GDPR (General Data Protection Regulations)
- To work with customers seeking rehousing, providing advice on housing options
- To carry out interviews with customers and assist with home visits when required
- To encourage customers to access on-line services and promote digital inclusion
- To achieve performance targets agreed at appraisal and demonstrate a commitment to continuous improvement and value for money
- To always promote and implement the Council's Equality Policy
- To maintain a healthy, safe and secure environment complying with policies and procedures for Health and Safety at Work
- To ensure conduct and behaviour demonstrates a commitment to the Council's values and promotes cross service working to achieve excellent customer service and outcomes
- To comply with Council's Health & Safety Policies and procedures
- To demonstrate a positive, diverse and inclusive attitude to both internal and external customers and colleagues
- Such other responsibilities allocated which are appropriate to the grade of the post



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WHAT YOU NEED TO BE SUCCESSFUL..... THE ESSENTIALS

THE EXPERIENCE

- Working in a customer service environment
- Experience of communicating effectively
- Effective ICT Skills – including Microsoft Office Packages

THE QUALIFICATIONS

- 5 GCSE's or equivalent at Grade C (4 or above) or above including Maths and English) or relevant experience

OUR COMPETENCIES... *HOW WE WANT YOU TO BE*

CUSTOMER FOCUSED

Puts the customer first and provides excellent service to both internal and external customers

GREAT AT COMMUNICATION

Uses appropriate methods to express information in a clear and concise way to make sure people understand

TEAM PLAYER

Works with others to achieve results and develop good working relationships

MAKE THINGS HAPPEN

Takes responsibility for personal organisation and achieving results

FLEXIBLE

Adapts to change and works effectively in a variety of situations

LEARN AND DEVELOP

Actively improves by developing and applying new skills and knowledge and learns from past experiences

