

 Stockton-on-Tees BOROUGH COUNCIL		JOB DESCRIPTION	
Directorate: Community Services, Environment and Culture		Service Area: Customer Services	
JOB TITLE: Customer Services Adviser			
GRADE: G			
REPORTING TO: Customer Contact Lead			
1.	JOB SUMMARY: Responsible for the resolution of enquiries from the Council's customers across a range of service areas in an efficient, effective, sensitive and courteous manner. This includes taking payments and maintaining records of customer transactions accurately and efficiently. To ensure that customers are able to access the council's services and to participate in the development and testing of service processes and digital customer solutions. To provide digital assistance and support and to promote customer self-serve channels. The post-holder is required to use several digital systems and processes to provide customer services from one of the Council's three multi-service, face-to-face contact centres, Council reception desks or its virtual corporate telephone contact centre. Post holders may be required to rotate between different contact centres to meet fluctuating workloads and as part of their training.		
2.	MAIN RESPONSIBILITIES AND REQUIREMENTS		
	1	To resolve 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. This includes responsibility for the timely reporting of safeguarding concerns and general health and wellbeing of customers.	
	2	To resolve customer enquiries and requests for service, by supporting and guiding Customers in their use of self-serve channels. This will include face to face or telephone support as required.	
	3	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.	
	4	To accurately record and interrogate records of customers and transactions within the Contact Centre systems 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. This includes reporting system errors and performance issues to the Customer Solutions and Digital teams in a timely manner to enable the efficient resolution of problems.
	5	To resolve problems and issues of customer dissatisfaction, where necessary escalating to more senior members of staff or other services.
	6	To identify opportunities for digital transformation and service improvement including promoting customer self-serve and participating in the development, testing and implementation of new models for customer service delivery and technology enabled solutions.
	7	To be responsible for developing and maintaining relationships with other Council departments and external agencies to ensure the efficient and effective delivery of services.
	8	To administer and participate in consultation and communication exercises, including Customer Service satisfaction surveys and Customer Service Excellence activities.
	9	To actively seek feedback from customers and partner services, ensuring that views are captured and used to inform service improvements.
	10	To provide staff absence cover for operational service delivery teams to maintain service continuity as required.
	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 ensure compliance with the requirements of statute and regulations for this service area.
	13	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 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.

The Council's Values, Behaviours and Code of Conduct - The post holder is required to carry out the duties in accordance with the Council's Values and Behaviours, our code of conduct, professional standards and promote equality and diversity in the workplace.

Corporate Parenting - As Corporate Parents, we have the same ambition and high aspirations for all children in our care and care experienced young people: that Stockton-on-Tees is a great place to grow up, where children and young people are protected from harm and supported to be the best they can be in life.

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.

	Name:	Signature:	Date
Job Description written by: (Manager)	Lorraine Dixon	L Dixon	31/03/2023
Job Description agreed by: (Post holder)			

Job Description dated March 2023



PERSON SPECIFICATION

Job Title/Grade	Customer Services Adviser	G
Directorate / Service Area	Community Services, Environment and Leisure	Customer Services and Digital
Post Ref:		

	ESSENTIAL	DESIRABLE	MEANS OF ASSESSMENT
Qualifications	Maths and English at GCSE Grade C (or equivalent).	Has successfully completed or is working towards an NVQ Level 3 qualification in Customer Services (or equivalent).	Application form Selection Process Pre-employment checks
Experience	Demonstrable experience of:- - Giving advice and information to the public either face to face or over the telephone. - Participating the delivery of high quality customer services. - Using digital systems for recording and retrieving information.	Experience of:- - Customer service in a telephone contact centre. - Providing customer support for Council services. - Using customer management systems for recording and retrieving customer information. Participating in the development and testing of digital systems and solutions.	Application form Selection Process Pre-employment checks

	• Responding to customer complaints and feedback professionally and sensitively. • Promoting positive cultural change. • Implementing improvements to services and demonstrating outcomes.		
Knowledge and Skills	Demonstrable ability to:- • Understand various customer needs and resolve enquiries to their satisfaction. • Understand the benefit of digital services and technologies for the customer and the Council. • Understand how to use digital services and technologies to resolve customer enquiries. • Communicate effectively with a range of stakeholders. • Work in partnership to meet the needs of the customer. • Contribute to the development, testing and implementation of service processes, digital systems and solutions. • Use a range of Microsoft 365 office tools and packages • Capture, analyse and interpret customer data and use it effectively to	An understanding of the Council's core values and objectives	Application form Selection Process Pre-employment checks

	provide a high-quality customer service. • Communicate clearly both verbally and in writing. • Deal politely, efficiently and courteously with a wide range of individuals. • Work as part of a team and to work independently. • Well-developed listening skills and the ability to assimilate information.		
Specific behaviours relevant to the post	• Demonstrate the Council's Behaviours which underpin the Culture Statement. • Customer focus • Committed to continuous personal development • High personal standards of self-discipline in working to deadlines • Highly motivated, energetic, winning, not easily discouraged		Application / Interview
Other requirements	• Will be required to complete Disclosure Barring Service Check (DBS) • Will be required to adopt a flexible approach to working hours to meet the needs of the service.		

	• Willing to work outside normal office hours occasionally (Periodic evening and weekend working)		
--	---	--	--

Person Specification dated March 2023

 Stockton-on-Tees BOROUGH COUNCIL	KNOWN RISKS FOR THIS ROLE
DIRECTORATE: Community Services, Environment and Culture	SERVICE AREA: Customer Services
JOB TITLE: Customer Services Adviser	
GRADE: G	
JOB LOCATION / BUILDING: various locations, Thornaby, Stockton and Billingham Customer Service Centres, Dunedin House and Working from Home	
REPORTING TO: <i>Customer Contact Lead</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: ○ 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)		
Known Risk	Yes	No
Lead: Employee likely to be exposed to lead or lead based products (handling, processing, repairing, maintenance, storage, disposal) The lead must also be in a form in which it is likely to be: ○ 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. 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.		x
Confined Spaces - Safety Critical: Employee will be required to work in a confined space where specialist equipment or breathing apparatus is needed.		x
Working at Heights - Safety Critical: Employee will be required to work at a height .		x
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.		x

Other Known Risks		
Known Risk	Yes	No
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.		x
Food Handlers: Employee will be preparing and handling food <i>Food Handlers Questionnaire to be completed and sent to Occupational Health</i>		x
Night Workers: Employee will be regularly working at night <i>Optional Night Worker Questionnaire available</i>		x
Lone Working (including Home Working): Employee will be required to work alone.	x	
DSE Users: Employee will be required to use Display Screen Equipment (DSE) <i>DSE Training and assessment should be completed on commencement – arranged by manager</i>	x	
Any Other: Please identify any other known risks associated with this job role.		

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: L.Dixon

Date:31/03/2023

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