Sunderland City Council

Job Description

Job title	**Customer Enabling Services Advocate**
Salary, Grade and SCP	**Grade 3 – SCP 7 to 11**
Service/Team	Customer Enabling Services
Responsible to	Customer Enabling Services Manager
Responsible for staff/equipment	N/A
Main purpose of job	To support the Customer Enabling Service in the delivery of a range of complex customer service functions and digital interface responsibilities.
Key responsibilities	Receive and resolve detailed enquiries from customers and service users to ensure an effective and responsive service. Act as an advocate and work closely with internal and external partners to exceed customer expectations and achieve service standards.
Key tasks	Provide information, advice and guidance to customers via a range of communication channels including face to face, telephone, email, letter, web chat and social media. Communicate, verbally and in writing, specific knowledge of council and partner services to resolve enquiries at the first point of contact. Undertake surveys, telephone calls and interviews to collect data/customer insights to inform improvement programmes. Act as the 'front door' for the Council and partners, including the City Hall meet and greet function to effectively resolve enquiries or triage customers to the appropriate service provider. Contribute to the delivery of the Customer Service and Digital Strategies through ongoing user research activities and provision of a mediated/assisted service e.g. public access IT.

	Provide support and assistance to local Council campaigns, events and programmes. Escalate and refer any challenging or complex enquiries and/or complaints to the Customer Enabling Services Manager. Actively listen to customers to assess and anticipate needs, quickly develop excellent customer rapport to enhance the experience. Make sure contacts and decisions are made in accordance with service standards. Influence others to adopt policies and courses of action when working with customers to resolve enquiries.
Other duties/specific policies e.g. DBS	The post holder must carry out their duties with full regard to the Council's Equal Opportunities Policy, Code of Conduct and all other Council Policies. The post holder must comply with the Council's Health and safety rules and regulations and with Health and Safety legislation. The post holder must comply with the principles of the Freedom of Information Act 2000 in relation to the management of Council records and information. To comply with the principles and requirements of the Data Protection Act 2018 and GDPR in relation to the management of Council records and information, and respect the privacy of personal information held by the Council.

Date – October 2024