**Job Description and Person Specification**

**Customer Services Support Officer- Level 2**

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| **Job Details** | |
| **Grade** | G3 |
| **Service** | Education & Skills |
| **Location** | City Wide |
| **Job Evaluation Code** | X9069L |

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| **Coventry City Council Values** |
| We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:  **Open and fair**: We are open, fair and transparent.  **Nurture and develop**: We encourage a culture where everyone is supported to do and be the best they can be.  **Engage and empower**: We engage with our residents and empower our employees to enable them to do the right thing.  **Create and innovate**: We embrace new ways of working to continuously improve the services we offer.  **Own and be accountable**: We work together to make the right decisions and deliver the best services for our residents.  **Value and respect**: We put diversity and inclusion at the heart of all we do. |

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| **Job Purpose** |
| 1. Work as part of a team to ensure at the Customer Services function delivers the organisational vision for service delivery 2. Respond to a range of administrative tasks 3. Face to face engagement with customers to gather information to support decision making and services 4. Work to support Customer Services in the delivery of its statutory requirements 5. Carry out administrative tasks to support the day-to-day activities of Customer Services 6. Work as part of a team to achieve performance objectives 7. Culture where the customer is at the heart of everything it does 8. Undertake day to day duties to ensure business is effective and efficient as possible |

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| **Main Duties & Key Accountabilities** |
| 1. Deliver excellent quality customer service      * Through displaying integrity and role modelling of appropriate behaviours and practices setting an example for the team as a whole * Provide excellent customer service to the public and colleagues, taking ownership of general enquiries and ensuring where possible they are resolved at first contact * Resolve queries using appropriate systems and information at your disposal and applying personal judgment as required. Identify appropriate point at which to refer to the service for input or to escalate to the line manager * Use appropriate systems to support services, inputting information, raising and receipting orders, processing invoices etc. * Produce appropriate documentation to support services including; minuting of formal meetings, reports providing visibility of required key information, production of spreadsheets etc. * Maintain systems in an orderly manner; records archiving, filing etc. * Actively promote a positive, forward looking, results orientated and customer focused culture * Demonstrate personal commitment to delivering corporate messages and associated changes * Have pride in Customer Services |
| 1. Focus on performance  * Adhere to appropriate routines to ensure that all elements of the service are delivered to achieve optimum performance * Identify and make recommendations for change to practices or issues that negatively affect the performance that is delivered to the customer * Work with team members to ensure appropriate prioritisation and distribution of activity to meet the most pressing needs of the supported service areas * Maintain a professional focus in delivering all aspects of customer service |
| * Establish effective relationships * To support work with service managers to build, maintain and promote effective working relationships * Act as a point of contact and support for service requests in the absence of the team manager ensuring that they are briefed/made aware of any requests made in their absence * Engage with peers to deliver excellent customer service * Offer support, guidance and positive engagement to all members of the team irrespective of roles and responsibilities * Work with organisations across a variety of mediums to support the delivery of Customer Services statutory requirements. |
| 1. Maintain a focus on change and continuous improvement      * Provide feedback on service delivery to the customer service management team to help facilitate change * See mistakes as an opportunity to learn and make progress at a business and individual level * Demonstrate self-awareness in understand own strengths & weaknesses and explore opportunities with corporate training and quality coaching to learn and improve * Attend training courses for professional development * Provide support, guidance and training to other team members where required |
| 1. Support the Customer Service agenda across the organisation      * Take a customer view in considering new initiatives * Support in the implementation of strategies to enable organisational change * Engage where appropriate in corporate initiatives and projects to ensure that customers are at the heart of organisational thinking * Engage positively with customers where appropriate to facilitate the best outcome possible acknowledging organisational constraints where they exist. |
| * Any other duties and responsibilities within the range of the salary grade. |

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| **Key Relationships** | | | |
| External: | Residents | Internal: | * Customer Services * All other service areas |

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| **Standard Information** |
| Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council’s Workforce Diversity and Inclusion Policies.  Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.   **Training** The postholder must attend any training and undertake any development activities that are identified as mandatory/beneficial to their role. |

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| **Responsible for** |
| N/A |

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| **Person Specification** | |
| **Requirements** | |
| Knowledge | An awareness of and a commitment to customer care |
| Knowledge | Working in an administrative environment |
| Knowledge | Communication skills to be able to establish effective working relationships within the team, with customers and other organisations |
| Knowledge | Knowledge of equal opportunities and diversity in relation to good customer care |
| Knowledge | Knowledge of IT packages and systems to present documents in the most appropriate format |
| Skills And Ability | Ability to drive high standards in relation to customer services |
| Skills And Ability | Build effective relationships and resolve conflict |
| Skills And Ability | Supportive and empathetic with colleagues and customers |
| Skills And Ability | Proven good verbal communications skills |
| Skills And Ability | Able to perform administrative duties |
| Skills And Ability | Able to build collaborative relationships with service areas |
| Skills And Ability | Self-management skills, to enable workload organisation, prioritisation and implementation within a team setting and with minimum supervision |
| Skills And Ability | A systematic, methodical and accurate approach to work |
| Skills And Ability | Ability to maintain confidentiality of information |
| Skills And Ability | Ability to support, guide and train team members |
| Skills And Ability | Ability to use systems to support services |
| Skills And Ability | Ability to resolve queries using personal judgement or know when to seek advice |
| Experience | Evidence of personal development |
| Experience | Working in a customer service environment |
| Experience | Of a wide range of administrative work |
| Experience | Of producing high quality work using various IT packages to support services in areas such as minuting formal meetings, spreadsheets, report writing etc |
| Qualification | Relevant experience |
| Special Requirements |  |

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| **Declaration** | | | |
| Reviewed/Created By: |  | | |
| Job Title: | Customer Servies Support Officer Level 2 | Date: | July 2019 |