



Coventry City Council

## Job Description

<b>Job Title:</b>	Customer Services Support Officer – Level 2	<b>Job Number:</b>	X9069L
		<b>Post Number:</b>	
<b>Service:</b>	ICT, Transformation and Customer Services	<b>Grade:</b>	Grade 3
<b>Location:</b>	City Wide		

### Our 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.

### 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

### Main Duties and Responsibilities:

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

## 2. 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

## 3. 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.

## 4. 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

## 5. 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.

The post holder must comply with Coventry City Council's health and safety policy and in particular is required:-

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions
- To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

**Any further Health and Safety responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars**

The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular is required:-

- To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected
- To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately

**Any further Safeguarding Board responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars**

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Equality, Diversity and Inclusion Policy.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

**Responsible for:** N/A

**Responsible to:** Customer Services Team Manager

**Date Reviewed:** July 2019

**Updated:**



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## Person Specification

<b>Job Title:</b>	Customer Services Support Officer – Level 2	<b>Job Number:</b>	X9069L
		<b>Post Number:</b>	
<b>Service:</b>	ICT, Transformation and Customer Services	<b>Grade:</b>	3
<b>Location:</b>	Citywide		

Area	Description
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<b>Knowledge:</b>	• An awareness of and a commitment to customer care
	• Working in an administrative environment
	• Communication skills to be able to establish effective working relationships within the team, with customers and other organisations
	• Knowledge of equal opportunities and diversity in relation to good customer care
	• Knowledge of IT packages and systems to present documents in the most appropriate format

<b>Skills and Abilities:</b>	• Ability to drive high standards in relation to customer services
	• Build effective relationships and resolve conflict
	• Supportive and empathetic with colleagues and customers
	• Proven good verbal communications skills
	• Able to perform administrative duties
	• Able to build collaborative relationships with service areas
	• Self-management skills, to enable workload organisation, prioritisation and implementation within a team setting and with minimum supervision
	• A systematic, methodical and accurate approach to work
	• Ability to maintain confidentiality of information
	• Ability to support, guide and train team members
	• Ability to use systems to support services
	• Ability to resolve queries using personal judgement or know when to seek advice

<b>Experience:</b>	• Evidence of personal development
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	• Working in a customer service environment
	• Of a wide range of administrative work
	• Of producing high quality work using various IT packages to support services in areas such as minuting formal meetings, spreadsheets, report writing etc

<b>Educational:</b>	• Relevant experience
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<b>Special Requirements:</b>	
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**Date Reviewed: July 2019**

**Updated:**

