

Job Description and Person Specification

Role: Customer Services Support Officer – Level 2



Job Description

| | |
|----------------------------|---|
| Job Title | Customer Services Support Officer – Level 2 |
| Grade | G3 |
| Service | Education & Skills |
| Reports to | Customer Services Team Manager |
| Location | City Wide |
| Job Evaluation Code | X9069L |



About Coventry City Council

Who we are: At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

Our aim is simple – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

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:



About the Service your team will provide

Purpose of the role

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 & Key Accountabilities

Core Knowledge

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.

Key relationships

External

- Residents

Internal

- Customer Services
- All other service areas

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.

Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

Training

The postholder must attend any training that is identified as mandatory to their role.

Responsible for:

Staff managed by postholder:

Person specification

| | |
|---|--------|
| Job Evaluation Code | X9069L |
| Knowledge | |
| <ul style="list-style-type: none"> • An awareness of and a commitment to customer care | |
| <ul style="list-style-type: none"> • Working in an administrative environment | |
| <ul style="list-style-type: none"> • Communication skills to be able to establish effective working relationships within the team, with customers and other organisations | |
| <ul style="list-style-type: none"> • Knowledge of equal opportunities and diversity in relation to good customer care | |
| <ul style="list-style-type: none"> • Knowledge of IT packages and systems to present documents in the most appropriate format | |
| Skills and Abilities | |
| <ul style="list-style-type: none"> • Ability to drive high standards in relation to customer services | |
| <ul style="list-style-type: none"> • Build effective relationships and resolve conflict | |
| <ul style="list-style-type: none"> • Supportive and empathetic with colleagues and customers | |
| <ul style="list-style-type: none"> • Proven good verbal communications skills | |
| <ul style="list-style-type: none"> • Able to perform administrative duties | |
| <ul style="list-style-type: none"> • Able to build collaborative relationships with service areas | |
| <ul style="list-style-type: none"> • Self-management skills, to enable workload organisation, prioritisation and implementation within a team setting and with minimum supervision | |
| <ul style="list-style-type: none"> • A systematic, methodical and accurate approach to work | |
| <ul style="list-style-type: none"> • Ability to maintain confidentiality of information | |
| <ul style="list-style-type: none"> • Ability to support, guide and train team members | |
| <ul style="list-style-type: none"> • Ability to use systems to support services | |
| <ul style="list-style-type: none"> • Ability to resolve queries using personal judgement or know when to seek advice | |
| Experience | |
| <ul style="list-style-type: none"> • Evidence of personal development | |

| |
|--|
| <ul style="list-style-type: none"> • Working in a customer service environment |
| <ul style="list-style-type: none"> • Of a wide range of administrative work |
| <ul style="list-style-type: none"> • Of producing high quality work using various IT packages to support services in areas such as minuting formal meetings, spreadsheets, report writing etc |
| Qualifications |
| <ul style="list-style-type: none"> • Relevant experience |
| Special Requirements |
| |

| | | | |
|---------------------|-----------|----------------------|------------|
| Date Created | July 2019 | Date Reviewed | March 2023 |
|---------------------|-----------|----------------------|------------|

