

# Job Description and Person Specification



## Job Description

<b>Job Title</b>	Customer Services Assurance Officer
<b>Grade</b>	4
<b>Service</b>	Customer Services
<b>Reports to</b>	Customer Service Assurance Manager
<b>Location</b>	City Centre
<b>Job Evaluation Code</b>	P1238D



## 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 / Output

1. Work as part of a team to ensure that the Customer Services function delivers the organisational vision for service delivery
2. Respond to a range of enquiries through varying mediums
3. Work as part of a team to achieve performance objectives
4. Undertake day to day 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 colleagues, taking ownership of enquiries and ensuring where possible they are resolved at first contact

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

Challenge practices or issues that directly affect performance

Support the collation and evaluation of statistical data and information to support a Risk & Assurance dashboard and development of an effective performance management system to identify areas for improvement and required actions

Support the implementation of new corporate/directorate systems that are implemented and the resulting performance outcomes for monitoring and reporting

Identify and make recommendations for change to practices or issues that negatively affect the performance that is delivered

Manage your own workload, prioritising and implementing, with minimum supervision

3. Establish effective relationships

To support work with service managers to build, maintain and promote effective working relationships

Maintain confidentiality of information using judgement and discretion

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

4. Maintain a focus on change and continuous improvement

See mistakes as an opportunity to learn and make progress at a business and individual level

Demonstrate self-awareness in understanding own strengths & weaknesses and explore opportunities with corporate training and quality coaching to learn and improve

Support the design, execution and monitoring of projects and initiatives to identify trends linked to service performance of Risk & Assurance activities.

Any other duties and responsibilities within the range of the salary grade.

## Key relationships

<b>External</b> Applicants for Customer Service roles	<b>Internal</b> Senior Customer Service Managers Recruitment Team Finance Customer Service team Managers
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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.

### 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:

N/A

## Person specification

<b>Job Evaluation Code</b>	P1238D
<b>Knowledge</b>	
Awareness of and a commitment to customer care for internal and external stakeholders	
Awareness of the framework in which public sector services operate and the challenges facing local government	
Knowledge of the Local Government Political System and Governance	
Knowledge of equal opportunities and diversity	
Awareness of corporate health & safety responsibilities and reporting methods	
Knowledge of performance measurement and analytical tools	
<b>Skills and Abilities</b>	
Communication skills to be able to establish effective working relationships within the team and peers	
A systematic, methodical and accurate approach to work	
Self-management skills, to enable workload organisation, prioritisation and implementation, with minimum supervision	
Ability to maintain confidentiality of information using judgement and discretion	
Analytical skills to interpret and report on qualitative and quantitative data	
High level of verbal and written communication and presentation skills	
<b>Experience</b>	
Experience of analysis and problem solving, gathering data and facts to support decisions-making	
Extensive IT skills with advance experience of all Microsoft Office applications and in particular excel	
Working and supporting senior managers in a large organisation	
<b>Qualifications</b>	
Evidence of personal development	
Evidence of analysing and compiling data for reports and dashboards	

<b>Special Requirements</b>
None

<b>Date Created</b>	1/7/20	<b>Date Reviewed</b>	7/2/23
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