

## Job Description and Person Specification

### Customer Services Advisor – Level 2

Job Details	
Grade	4
Service	Customer Services
Location	Customer Service Centre
Job Evaluation Code	P1585D

Coventry City Council Values
<p>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:</p> <p><b>Open and fair:</b> We are open, fair and transparent.</p> <p><b>Nurture and develop:</b> We encourage a culture where everyone is supported to do and be the best they can be.</p> <p><b>Engage and empower:</b> We engage with our residents and empower our employees to enable them to do the right thing.</p> <p><b>Create and innovate:</b> We embrace new ways of working to continuously improve the services we offer.</p> <p><b>Own and be accountable:</b> We work together to make the right decisions and deliver the best services for our residents.</p> <p><b>Value and respect:</b> We put diversity and inclusion at the heart of all we do.</p>

Job Purpose
<ul style="list-style-type: none"> <li>• Work as part of a team to ensure that the Customer Services function delivers the organisational vision for service delivery</li> <li>• Respond to a range of enquiries through varying mediums</li> <li>• Work as part of a team to achieve performance objectives</li> <li>• Culture where the customer is at the heart of everything it does</li> <li>• Undertake day to day to ensure business is effective and efficient as possible</li> </ul>

## Main Duties & Key Accountabilities

- 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 enquiries and ensuring where possible they are resolved at first contact
- Take ownership of first line customer complaints and where possible provide a resolution for the customer
- 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

- 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
- Manage conflicting and competing priorities effectively
- 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
- 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

<ul style="list-style-type: none"> <li>• <u>Maintain a focus on change and continuous improvement</u></li> <li>• Provide feedback on service delivery to the customer service management team to help facilitate change</li> <li>• See mistakes as an opportunity to learn and make progress at a business and individual level</li> <li>• Demonstrate self-awareness in understand own strengths &amp; weaknesses and explore opportunities with corporate training and quality coaching to learn and improve</li> </ul>
<ul style="list-style-type: none"> <li>• <u>Support the Customer Service agenda across the organisation</u></li> <li>• Take a customer view in considering new initiatives</li> <li>• Support in the implementation of strategies to enable organisational change</li> <li>• Engage where appropriate in corporate initiatives and projects to ensure that customers are at the heart of organisational thinking</li> <li>• Engage positively with customers where appropriate to facilitate the best outcome possible acknowledging organisational constraints where they exist</li> <li>• Any other duties and responsibilities within the range of the salary grade</li> </ul>

Key Relationships			
External:	<ul style="list-style-type: none"> <li>• Revenues and Benefits teams including Recovery and Enforcement</li> <li>• Support and Control Team (SACO)</li> <li>• External payment system administrator</li> </ul>	Internal:	<ul style="list-style-type: none"> <li>• Customer Services Teams</li> <li>• Council Tax staff</li> </ul>

Standard Information
<p>Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health &amp; 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.</p> <p><b>Training</b> The postholder must attend any training and undertake any development activities that are identified as mandatory/beneficial to their role.</p>

Responsible for
N/A

Person Specification	
Requirements	
Knowledge	An awareness of and a commitment to customer care
Knowledge	Working in a customer service environment
Knowledge	Communication skills to be able to establish effective working relationships within the team and with customers
Knowledge	Knowledge of equal opportunities and diversity
Knowledge	Knowledge of services the Local Authority deliver
Skills And Ability	Ability to drive high standards
Skills And Ability	Build effective relationships and resolve conflict
Skills And Ability	Supportive and empathetic
Skills And Ability	Excellent verbal communications skills
Skills And Ability	Able to build collaborative relationships with colleagues
Skills And Ability	Self-management skills, to enable workload organisation, prioritisation and implementation, with minimum supervision
Skills And Ability	A systematic, methodical and accurate approach to work

Experience	Evidence of personal development
Experience	Working in a customer service environment
Qualification	Relevant experience
Special Requirements	Special Requirements: This post is exempt from the provisions of the Rehabilitation of Offenders Act 1974. A Criminal Record Disclosure will be required prior to appointment.

Declaration			
Reviewed/Created By:			
Job Title:	Customer Service Advisor L2	Date:	May 2019