



Coventry City Council

Job Description

Post:	Community Support Officer	Job Number:	A5683
Service:	Customer Services	Post Number:	
Location:	Citywide	Grade:	4

Our values:

We're committed to One Coventry values and to becoming a more diverse and inclusive organisation, it's important to us that all our team members share these values.

Job Purpose:

1. Working with our team to pilot different ways of working, testing to understand the services that local communities want to access and exploring different ways to deliver solutions
2. Working as part of a team based in the community, building relationships with partners inside and outside of the organisation to meet community needs
3. Researching and maintaining a knowledge base for community services and broader service provision to create a range of resources for the Community Support Service with access provided to all other interested parties
4. Acting as a digital ambassador with community members, identifying opportunities to support them to access services (not just council) through increasing their digital skills and awareness to support inclusion

Main Duties and Responsibilities:

Deliver a holistic approach to community-based customer service

- Represent and promote a positive impression of Customer Services in the local community
- Encourage and enable the local community to digitally access services – upskilling and sharing knowledge; hold sessions with residents to give a basic navigational overview of the web / assist in setting up my-account and basic advice on how to stay safe on the web.
- Respond to a range of queries, make referrals to other organisations and identify effective solutions to support those in need
- Where solutions are not immediately available take ownership to investigate and assist residents; using a network of contacts, experience and ingenuity
- Acting as a liaison between the Council departments, Resident and Third Sector.
- Build, research and maintain a knowledge base for the local community ensuring this is inclusive.

- Help shape the service offer in the community; recording questions, enquiries and outcomes, to help inform provision in the local area and other initiatives for development.
- Foster and maintain links with voluntary and statutory organisations
- Maintain accurate case records, undertake regular follow up work and monitor results.
- Assist with the development of efficient and effective procedures and policies.
- Adopt a proactive approach to the take up of initiatives by identifying areas of need and organising and participating in take up campaigns
- Assist with the development and implementation of new technology
- Be self-sufficient in the local community, be organised and autonomous in planning own activities. Initiating innovative activities that add value. Learning from mistakes and changing / seeking support where things are not working.
- Assist with the production and display of publicity materials to promote the service throughout the city. Attend presentations to client groups and partner organisations to raise awareness of community-based service

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

- Act as liaison between the Council, Partners and residents to build, maintain and promote effective working relationships
- Engage with third sector, partners and peers to deliver holistic customer service
- Ability to bring individuals and teams together in order to deliver best outcomes for local residents

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

Support the Customer Service Strategy across the organisation

- Take a resident 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 residents are at the heart of organisational thinking
- Always engage positively with residents 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 Workforce 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: Meet & Greet Manager

Date Reviewed: May '21

Updated:



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Person Specification

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Area	Description
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Knowledge:	An awareness of and a commitment to customer care	
	Overarching knowledge of all service provided by Coventry City Council	
	Extensive knowledge of third sector and partner organisations	
	Excellent communication skills to develop appropriate relationships in the community and organisation	
	Good digital knowledge	
	Working autonomously in the local community	
	Knowledge of equal opportunities and diversity in relation to good customer care	

Skills and Abilities:		
	Ability to drive high standards in relation to customer services	
	Build effective relationships and resolve conflict	
	Manage interactions with tact and sensitivity	
	Handle pressured situations autonomously	
	Be flexible and adaptable to changing priorities and requirements	
	Work flexibly to meet the needs of the service and	
	Learn new systems quickly	
	Supportive and empathetic with colleagues and customers	
	Proven good verbal communications skills	
	Able to build collaborative relationships with third sector, partners and community	
	Self-management skills, to enable workload organisation, prioritisation and implementation, with minimum supervision	
	Ability to coach / teach digital skills to inexperienced users	
	A systematic, methodical and accurate approach to work	
	Problem solving skills: ability to gather salient information and find solutions to assist the community	

Experience:	Evidence of partnership working
	Experience of working in a community-based customer environment



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	Experience of developing new initiatives
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Educational:	Relevant experience
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Special Requirements:	
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Date Reviewed: May ‘21

Updated: