

# Job Description and Person Specification

**Role:** Resident Experience Advisor



## Job Description

<b>Job Title</b>	Resident Experience Advisor
<b>Grade</b>	4
<b>Service</b>	Customer Services
<b>Reports to</b>	Resident Experience Manager
<b>Location</b>	City Centre
<b>Job Evaluation Code</b>	P1585D



## 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 the Improvement and Development team to ensure that the Customer Services function delivers the organisational vision for service delivery
2. Respond to a range of enquiries through customer survey feedback, including resolution of complaints and liaising with other service areas as appropriate
3. Support the service recovery team by working with residents to resolve issues before they become formal complaints.
4. Where complaints have been formalised at stage one supporting the process to ensure full investigations of issues raised, and all responses are of a professional standard and within timescales.
5. Promote a culture where the customer is at the heart of everything we do
6. Undertake evaluation of customer service feedback in a range of methods including face to face, written and telephone. Undertake analysis to identify trends and make recommendations for service improvement.

## 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 teams across the organisation.

Provide excellent customer service to the public and colleagues, seeking and clarifying customer feedback, ensuring that both positive and constructive feedback is shared with team leaders and service managers.

Work as part of the Service Recovery team to resolve non-complex issues before they become formal complaints. Talking to customers directly and helping to identify an acceptable solution where possible.

Take ownership of formal customer complaints and provide a resolution for the customer, liaising with other services as appropriate to ensure full investigation of concerns raised; ensuring that responses are of the new Resident Experience standards and within timescales.

Manage a caseload of stage one complaints needing further investigation ensuring deadlines are met and expectations managed.

Support the triage or fast-tracking of complex or serious complaints, escalating in a timely manner.

Actively promote a positive, forward looking, results orientated and customer focused culture.

Demonstrate personal commitment to delivering corporate messages and associated changes.

## 2. Focus on performance

Identify and make recommendations for change to practices and processes; highlight issues that negatively affect our customers

Gather and analyse customer satisfaction data to identify key trends and produce statistics that reflect satisfaction metrics

Support recruitment initiatives across 'Customer' to enable us to effectively recruit the right level of staff

Manage conflicting and competing priorities effectively

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

Offer support, guidance and positive engagement to all members of the team irrespective of roles and responsibilities

To engage with key stake holders across 'Customer' in order to deliver feedback from customers effectively

## 4. Maintain a focus on change and continuous improvement

Provide feedback on service delivery to the customer service management team to help facilitate change

Carry out mystery shopping exercises across 'Customer' allowing us to identify our improvements

Use customer satisfaction data in order to recommend changes to processes and working practices enabling new initiatives to be undertaken to promote a positive culture of recognition and support

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

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
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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>	P1585D
<b>Knowledge</b>	
An awareness of and a commitment to customer care	
Working in a customer service environment	
Communication skills to be able to establish effective working relationships within the team and with customers	
Knowledge of equal opportunities and diversity	
Knowledge of services the Local Authority deliver	
<b>Skills and Abilities</b>	
Ability to drive high standards	
Build effective relationships and resolve conflict	
Supportive and empathetic	
Excellent verbal communications skills	
Proficient ICT skills, including all Microsoft packages	
Ability to contribute towards the strategic planning of the Section	
Ability to analyse service data	
Able to build collaborative relationships with colleagues	
Ability to continuously learn new processes and develop appropriate skills	
Self-management skills, to enable workload organisation, prioritisation and implementation, with minimum supervision	
A systematic, methodical and accurate approach to work	
<b>Experience</b>	
Experience of working in a direct customer experience / satisfaction role	
Evidence of working with different forms of data	



<b>Qualifications</b>
Evidence of personal development
<b>Special Requirements</b>
N/A

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