Job Description
and
Person Specification

Job Description

Job Title	Community Support Adviser
Grade	4
Service	Customer Services
Reports to	Customer Service Team Manager
Location	City Centre
Job Evaluation Code	P1585D

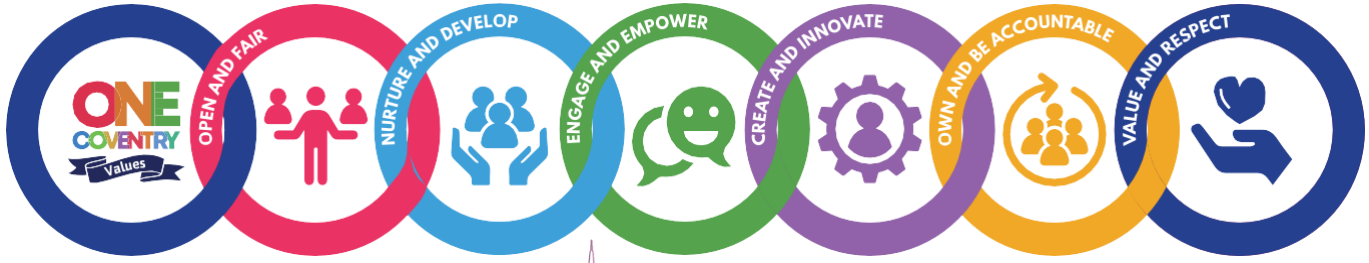
About Coventry City Council

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 / Output

- Work as part of Customer Services team to ensure the delivery of support to vulnerable customers such as fuel / food and advice
- Respond to a range of queries through the Community Support function, including referrals to other organisations and identify effect solutions to support those in need
- Build and maintain relationships with key stake holders, as well as maintaining relationships with our established external support network
- Log and track any support given to our customers via our tracker and help maintain our useful resources
- 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

Main Duties & Key Accountabilities

Core Knowledge

- Deliver a holistic approach to community-based customer service

Represent and promote a positive impression of Customer Services in the local community
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
Respond to a range of queries, make referrals to other organisations and identify effective solutions to support those in need
Maintain accurate case records, undertake regular follow up work and monitor results.

Work as part of a team to manage customer requests and provide a resolution;

Use negotiation skills to deliver outcomes for the community
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

- Establish effective relationships

To gain confidence of customers requesting support to ensure long terms solutions can be sourced.
To engage with key stake holders across Coventry City Council in order to provide effective solutions for customers

To build, establish and maintain relationships with external organisations that support the solutions provided to our customers
Offer support, guidance and positive engagement to all members of the team irrespective of roles and responsibilities
Understand when to escalate urgent cases; be comfortable in making decisions and taking ownership

- 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

- 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

- 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

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

Key relationships

External	Internal
• Liaise with partner support agencies to achieve successful outcomes for residents • Liaise with commercial and retail providers to meet resident needs • Develop knowledge of community resources for signposting and advice	• Colleagues in Customer Services • Colleagues in Finance • Childrens and Adults Social Care

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

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Knowledge	
An awareness of and a commitment to customer care	
Managing a caseload of customers	
Awareness of external stakeholders that can offer support to Customers.	
Working in a customer service environment	
Knowledge of equal opportunities and diversity in relation to good customer care	
Skills and Abilities	
Excellent communication skills to be able to establish effective working relationships both via telephone and face to face.	
Ability to drive high standards in relation to customer services	
Build effective relationships and resolve conflict	
To work as part of a team to resolve customer requests for support and advice	
Problem solving, able to use initiative	
Ability to build supportive and empathetic relationships with both colleagues and customer	
High level of resilience	
Self-management skills, to enable workload organisation, prioritisation and implementation, with minimum supervision	
A systematic, methodical and accurate approach to work	
Proficient ICT skills, including Microsoft Excel	
Negotiation skills in order to overcome objections and get the required results	
Ability to adapt to changes quickly	
Ability to assess customer circumstances and make decisions regarding awards of food, fuel and other areas of assistance	
Experience	

Working in an advisory capacity, preferably managing a caseload
Working in a customer service environment
Evidence of interpreting complex information
Evidence of problem solving and negotiating
Qualifications
Evidence of self-development
Special Requirements
This post is exempted under the Rehabilitation of Offenders Act 1974 and as such appointment to this post will be conditional upon the receipt of a satisfactory response to a check of police records via Disclosure and Barring Service (DBS)

Date Created	May 2021	**Date Reviewed**	19/12/2022