

Job Description and Person Specification

Administrative Support Worker – Customer Services

Job Details	
Grade	G3
Service	Customer Services
Location	City Wide
Job Evaluation Code	A6032

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

Job Purpose

1. To enable a visually impaired Advisor to carry out their duties by providing administrative and practical support to enable them to fulfil their role
2. Work as part of a team to ensure at the Customer Services function delivers the organisational vision for service delivery
3. Respond to a range of administrative tasks
4. Work to support Customer Services in the delivery of its statutory requirements
5. Carry out administrative tasks to support the day-to-day activities of Customer Services
6. Work as part of a team to achieve performance objectives
7. Culture where the customer is at the heart of everything it does
8. Undertake day to day duties to ensure business is effective and efficient as possible

Main Duties & Key Accountabilities

1. Deliver excellent quality customer service

- To support the Advisor to deal with enquiries through various mediums, ensuring that where possible they are resolved at first contact, or that messages are passed on to the relevant person for action.
- 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, either by supporting the Advisor or at times taking ownership of enquiries and ensuring where possible they are resolved at first contact
- To accurately record content of customer telephone calls based on dictation from the Advisor, and provide information from the screen to allow the Advisor to answer queries
- To support the Advisor in maintaining computerised systems
- To support the Advisor in processing referrals by inputting to a computerised system and reading out handwritten documentation as required.
- To support the Advisor in operating telephone equipment.
- To take notes on behalf of the Advisor, as appropriate
- Resolve queries using appropriate systems and information at your disposal and applying personal judgment as required. Identify appropriate point at which to refer to the service for input or to escalate to the line manager
- 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
- Identify and make recommendations for change to practices or issues that negatively affect the performance that is delivered to the customer
- Work with team members to ensure appropriate prioritisation and distribution of activity to meet the most pressing needs of the supported service areas
- Maintain a professional focus in delivering all aspects of customer service

3. Establish effective relationships

- To support work with the Advisor to build, maintain and promote effective working relationships
- Act as a point of contact and support for service requests in the absence of the Advisor
- 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
- Work with organisations across a variety of mediums to support the delivery of Customer Services statutory requirements.

4. 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
- Attend training courses for professional development
- Provide support, guidance and training to other team members where required.

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:	<ul style="list-style-type: none"> • Residents • Professionals 	Internal:	<ul style="list-style-type: none"> • Advisor that this role supports • Customer Services • All other service areas
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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.

Training

The postholder must attend any training and undertake any development activities that are identified as mandatory/beneficial to their role.

Responsible for

None

Person Specification

Requirements

Knowledge	An awareness of and a commitment to customer care
Knowledge	Working in an administrative environment
Knowledge	Communication skills to be able to establish effective working relationships within the Advisor, team, customers and other organisations
Knowledge	Knowledge of equal opportunities and diversity in relation to good customer care
Knowledge	Knowledge of IT packages and systems to present documents in the most appropriate format

Skills And Ability	Good communication skills in order to take information from people and answer queries, provide information to others on the telephone and face to face
Skills And Ability	Build effective relationships and resolve conflict
Skills And Ability	Supportive and empathetic with colleagues and customers
Skills And Ability	Proven good verbal communications skills
Skills And Ability	Able to perform administrative duties
Skills And Ability	Able to build collaborative relationships with service areas
Skills And Ability	Self-management skills, to enable workload organisation, prioritisation and implementation within a team setting and with minimum supervision
Skills And Ability	A systematic, methodical and accurate approach to work
Skills And Ability	Ability to maintain confidentiality of information
Skills And Ability	Ability to use systems to support services
Skills And Ability	Ability to resolve queries using personal judgement or know when to seek advice
Experience	Experience of dealing with people to answer enquiries and to work well within a team
Experience	Working in a customer service environment
Experience	Of a wide range of administrative work and office equipment
Qualification	Literacy and numeracy skills to undertake processing and communication of information
Special Requirements	N/A

Declaration			
Reviewed/Created By:			
Job Title:	Administrative Support Worker	Date:	July 2023