

Job Description and Person Specification



Job Description

Job Title	Customer Services Advisor – Level 2
Grade	4
Service	Customer Services
Reports to	Customer Services Team Manager
Location	Customer Service 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 a team to ensure that the Customer Services function delivers the organisational vision for service delivery
- Respond to a range of enquiries through varying mediums
- Work as part of a team to achieve performance objectives
- Culture where the customer is at the heart of everything it does
- Undertake day to day to ensure business is effective and efficient as possible

Main Duties & Key Accountabilities

Core Knowledge

- 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

- 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

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

Key relationships

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

Job Evaluation Code	P1585D
Knowledge	
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	
Skills and Abilities	
Ability to drive high standards	
Build effective relationships and resolve conflict	
Supportive and empathetic	
Excellent verbal communications skills	
Able to build collaborative relationships with colleagues	
Self-management skills, to enable workload organisation, prioritisation and implementation, with minimum supervision	
A systematic, methodical and accurate approach to work	
Experience	
Evidence of personal development	
Working in a customer service environment	
Qualifications	
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.

Date Created	May 2019	Date Reviewed	January 2023
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