

## Job Description and Person Specification

### Customer Services Advisor – Level 2

| Job Details         |                         |
|---------------------|-------------------------|
| Grade               | 4                       |
| Service             | Customer Services       |
| Location            | Customer Service Centre |
| Job Evaluation Code | P1585D                  |

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

| Job Purpose   |
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| <ul style="list-style-type: none"> <li>• Work as part of a team to ensure that the Customer Services function delivers the organisational vision for service delivery</li> <li>• Respond to a range of enquiries through varying mediums</li> <li>• Work as part of a team to achieve performance objectives</li> <li>• Culture where the customer is at the heart of everything it does</li> <li>• Undertake day to day to ensure business is effective and efficient as possible</li> </ul> |

## Main Duties & Key Accountabilities

- 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

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|---|
| <ul style="list-style-type: none"> <li>• <u>Maintain a focus on change and continuous improvement</u></li> <li>• Provide feedback on service delivery to the customer service management team to help facilitate change</li> <li>• See mistakes as an opportunity to learn and make progress at a business and individual level</li> <li>• Demonstrate self-awareness in understand own strengths &amp; weaknesses and explore opportunities with corporate training and quality coaching to learn and improve</li> </ul>   |
| <ul style="list-style-type: none"> <li>• <u>Support the Customer Service agenda across the organisation</u></li> <li>• Take a customer view in considering new initiatives</li> <li>• Support in the implementation of strategies to enable organisational change</li> <li>• Engage where appropriate in corporate initiatives and projects to ensure that customers are at the heart of organisational thinking</li> <li>• Engage positively with customers where appropriate to facilitate the best outcome possible acknowledging organisational constraints where they exist</li> <li>• Any other duties and responsibilities within the range of the salary grade</li> </ul> |

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

| Standard Information  |
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| <p>Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health &amp; 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.</p> <p><b>Training</b><br/>The postholder must attend any training and undertake any development activities that are identified as mandatory/beneficial to their role.</p> |

| Responsible for |
|-----------------|
| N/A             |

| Person Specification |  |
|----------------------|--|
| Requirements         |  |
| Knowledge            | An awareness of and a commitment to customer care  |
| Knowledge            | Working in a customer service environment  |
| Knowledge            | Communication skills to be able to establish effective working relationships within the team and with customers      |
| Knowledge            | Knowledge of equal opportunities and diversity   |
| Knowledge            | Knowledge of services the Local Authority deliver  |
| Skills And Ability   | Ability to drive high standards  |
| Skills And Ability   | Build effective relationships and resolve conflict   |
| Skills And Ability   | Supportive and empathetic  |
| Skills And Ability   | Excellent verbal communications skills   |
| Skills And Ability   | Able to build collaborative relationships with colleagues  |
| Skills And Ability   | Self-management skills, to enable workload organisation, prioritisation and implementation, with minimum supervision |
| Skills And Ability   | A systematic, methodical and accurate approach to work   |

|                      |  |
|----------------------|--|
| Experience           | Evidence of personal development   |
| Experience           | Working in a customer service environment  |
| Qualification        | 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. |

| Declaration          |                             |       |          |
|----------------------|-----------------------------|-------|----------|
| Reviewed/Created By: |                             |       |          |
| Job Title:           | Customer Service Advisor L2 | Date: | May 2019 |