



Coventry City Council

Job Description

Job Title:	Community Support Advisor	Job Number:	P1585D
Directorate:	People	Post Number:	
Service:	Housing & Transformation	Grade:	4
Location:	City Centre		

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.

Job Purpose:

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

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

2. 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

3. 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

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

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.
- 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 further Health and Safety responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular is required:-

- To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected
- To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately

Any further Safeguarding Board responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Equality, Diversity and Inclusion Policy.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Responsible for: N/A

Responsible to: Customer Service team Manager

Date Reviewed: 2/11/20

Updated: May 2021



Coventry City Council

Person Specification

Job Title:	Community Support Advisor	Job Number:	P1585D
Directorate:	People	Post Number:	
Service:	Housing & Transformation	Grade:	4
Location:	City Centre – flexible, can be home based		

Area	Description
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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 customers
	• 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

Educational:	<ul style="list-style-type: none"> Evidence of self-development
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 Reviewed: 2/11/20

Updated: July 2022