



Coventry City Council

## Job Description

<b>Job Title:</b>	Customer Services Advisor – Level 1	<b>Job Number:</b>	P1584D
<b>Service:</b>	ICT, Transformation and Customer Services	<b>Post Number:</b>	
<b>Location:</b>	Customer Service Centre	<b>Grade:</b>	3

### 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 a team to ensure that the Customer Services function delivers the organisational vision for service delivery
2. Respond to a range of general enquiries through varying mediums
3. Work as part of a team to achieve performance objectives
4. Culture where the customer is at the heart of everything it does
5. Undertake day to day duties to ensure business is effective and efficient as possible

### Main Duties and Responsibilities:

#### 1. 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 general enquiries and ensuring where possible they are resolved at first contact

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

Manage conflicting and competing priorities effectively

Maintain a professional focus in delivering all aspects of customer service

3. 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

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 Services Team Manager

**Date Reviewed:** April 2019

**Updated:**

<b>Core Behaviours</b>	<b>Level</b>
Delivering good Customer service	2
Being adaptable	2
Always improving	1
Working together	1
Having a strategic perspective	1



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## Person Specification

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<b>Location:</b>	Customer Service Centre		

Area	Description
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<b>Knowledge:</b>	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 in relation to good customer care

<b>Skills and Abilities:</b>	Ability to drive high standards in relation to customer services	
	Build effective relationships and resolve conflict	
	Supportive and empathetic with colleagues and customers	
	Proven good verbal communications skills	
	Able to build collaborative relationships	
	Self-management skills, to enable workload organisation, prioritisation and implementation, with minimum supervision	
	A systematic, methodical and accurate approach to work	

<b>Experience:</b>	Evidence of personal development	
	Working in a customer service environment	

<b>Educational:</b>	Relevant experience

<b>Special Requirements:</b>	
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**Date Reviewed:** April 2019

**Updated:**