

North East Derbyshire District Council

X 2 Customer Service Advisor's - 12 months Temporary Contract

Grade: 4/5 (with a bar at the top of 4)

**Salary: £17,391 - £18,319 Grade 4 pro rata
£18,319 - £19,446 Grade 5 pro rata**

Hours: 18.5 Hours per week (variable days between Monday to Friday)

Closing Date: 28th September 2018

We are looking for highly motivated individual with excellent customer service skills to work in our Customer Service Department.

Our dedicated Customer Service Team offers an exciting opportunity to be part of a radical programme to improve service delivery and access for our customers.

The successful candidate will assist in a multi functions range of duties and service requests; you would be working in our telephone contact centre and dealing with our internal and external customers across all access channels i.e. face to face, email, web chat etc.

The posts are for 18.5 hours per week working variable days between Mondays to Friday, each week to cover the hours between 9.00 am to 5.00 pm on a rota basis on those days. There may also be a requirement to occasionally work additional hours to ensure business continuity.

If the answer to any of the following questions is yes we would like to hear from you:

- Are you passionate about customer service?
- Do you welcome the opportunity to be at the forefront of change and improvement?
- Do you recognise the importance of making maximum use of new technology?
- Do you have excellent communication skills?
- Are you a good team player?
- Are you hard working, punctual, flexible and reliable
- Do you have good ICT skills
- Are you able to work additional hours if required

For an informal discussion about the posts, please contact Rachael Pope, Customer Service Manager on 01246 217544 rachael.pope@ne-derbyshire.gov.uk

Application Pack

If you are interested in this post please go to the Jobs page on the NEDDC website

<http://jobs.derbyshire.gov.uk/northeastderbyshire/>

Alternatively, if you would like an application pack, please:

- Telephone the Contact Centre on 01246 217640
- Or email connectne@ne-derbyshire.gov.uk
- Contact HR Department on 01246 217012, 217064 or 217678 or email human.resources@ne-derbyshire.gov.uk

Please return completed application form to:

- HR & Payroll, NEDDC, District Council Offices, 2013 Mill Lane, Wingerworth, Chesterfield, S42 6NG.

Job Description

Job title and post number	Customer Service Advisor
Service Area and Directorate	<i>Customer Services People Directorate</i>
Reports to	<i>Customer Service Coordinator</i>
Direct reports	<i>Customer Service Manager</i>
Grade	4 - 5
Salary range	£17,391 - £18,319 Grade 4 pro rata £18,319 - £19,446 Grade 5 pro rata

Job purpose

To provide high quality information and an advice service to members of the public, dealing with enquiries, service requests and complaints relating to all aspects of the Council's services.

Duties and responsibilities

1. To provide advice and information on the full range of Council services, resulting in an effective first point of contact for service users. The first point of contact may be via the call centre, reception, dealing with interviews for service requests or dealing with electronic channels including web chat, emails etc.
2. To seek to resolve individual enquiries and complaints about Council services.
3. To ensure that all payments are correctly processed through the payment kiosk and that they are accounted for and banked in accordance with the Financial Regulations.
4. To act as an advocate for customers when dealing with other Services agencies and organisations.
5. To follow up matters which cannot be dealt with immediately and to take responsibility for ensuring that issues concerning other Services, agencies and organisations are referred promptly to the appropriate contact.

6. To update and maintain the Customer Information System and other manual and computer-based information systems.
7. To ensure that all information relating to the users of the service is used within the terms of the Data Protection Act and that confidentiality is maintained and guidelines for the release of information are followed.
8. To keep up to date with the Council's policies and activities and to be fully conversant with all the forms and leaflets available to the public.
9. To use the interview rooms either in response to a request for a private discussion or by the Customer Advisor taking the initiative by asking the customer if a move to an interview room would be more appropriate.
10. To assist in the completion of application forms, enquiry forms, direct debit mandates, standing order forms etc.
11. To make available, documents on deposit, publications and other literature and to provide assistance, as required.
12. To maintain purposeful and current information displays for the customers, making sure that the reception area is kept neat and tidy at all times.
13. To make outgoing calls as required (facilitating Customer Satisfaction Surveys)
14. To contribute to the development of information (to enhance the Customer Information System and the Web)
15. To perform associated Administrative duties - faxing, e-mails, copying etc.
16. To be able to work in a fast pacing and sometimes stressful and challenging Environment
17. To be able to work flexible days and hours in line with your contract as and when required

Working conditions

Not applicable

Physical requirements

Not applicable

Corporate Duties and Responsibilities

To familiarise yourself with the principles of, and key Council documents and policies relating to:

- Health and Safety at Work.
- Equality and Diversity.
- Data Protection (Employees must at all times abide by the principles of the Data Protection Act 1998 and guidance provided by the Council in the form of policies and procedures).
- Customer Service.
- Community Safety (Section 17 of the Crime and Disorder Act requires the Authority and individual employees to consider how community safety can be improved when the functions of the Authority are exercised).
- Safeguarding Vulnerable Adults
- Child Protection Policy.
- Risk Management.

This job description sets out a summary of the key features of the role. It is not intended to be exhaustive and will be subject to review (on an annual basis).

Any other duties commensurate with the grade as determined by management.

Any job description provided to you by the Council will not form part of your contract of employment.

Approved by:	<i>R Pope</i>
Date approved:	<i>23.08.2018</i>
Reviewed:	

PERSON SPECIFICATION

Post Title: Customer Service Advisor	Section: Customer Service		
Directorate: Transformation			
Knowledge (Essential)	AM	(Desirable)	AM
<ul style="list-style-type: none"> • Experience of telephone work • Experience of working in a Customer services environment • Experience of working in a team environment • Experience of prioritising activities and duties within a high volume workload • Experience of working in an environment that demands confidentiality and discretion • Experience in working in a busy and challenging environment 	<p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>	<ul style="list-style-type: none"> • Experience of working within a call centre • Experience of using web chat 	<p>A/I</p> <p>A/I</p>
Qualifications			
		<ul style="list-style-type: none"> • NVQ or equivalent in Customer Service 	A/I/C
Experience			
<ul style="list-style-type: none"> • Experience of telephone work • Experience of working in a Customer services environment • Experience of working in a team environment • Experience of prioritising activities and duties within a high volume workload • Experience of working in an environment that demands confidentiality and discretion 	<p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>	<ul style="list-style-type: none"> • Experience of working within a call centre • Experience of using web chat 	<p>A/I</p> <p>A/I</p>

<ul style="list-style-type: none"> • Experience in using various ICT solutions 	A/I		
Skills			
<ul style="list-style-type: none"> • Effective verbal communication • Positive Customer Focused attitude • Ability to use initiative • Good listening skills • Team worker • Ability to prioritise • Good Keyboard skills • Good ICT skills • Problem solving skills • Data Processing • Computer software access and input • Good general knowledge of range of Council Services • Knowledge of ICT packages and how to use them • Awareness of relevant legislation including Data Protection and freedom of Information • Appreciation of the importance of taking ownership of enquiries in respect of the customer experience 	<p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>	<ul style="list-style-type: none"> • Awareness of the services provided by partner agencies and related bodies • Experience in using web chat 	<p>A/I</p> <p>A/I</p>

Other Requirements:			
<ul style="list-style-type: none"> • Commitment to equal opportunities and a good understanding of its relevance to this post. 	A/I		
<ul style="list-style-type: none"> • Commitment to customer care and an understanding of its relevance to this post. 	A/I		
<ul style="list-style-type: none"> • Be able to work flexible hours within a working week if on a variable contract 	A/I		
<ul style="list-style-type: none"> • In the event of a declaration of a civil emergency or business continuity event you will be expected to undertake appropriate duties as directed by your line manager these may include working outside the normal working time parameters 	A/I		

Key to Assessment Methods (AM); (a) application form, (i) interview, (p) presentation, certificate check

(c) (o) others

Equality Act 2010

The ways in which a disabled person meets the criteria for a post must be assessed as they would be after any reasonable adjustments required had been made. In accordance with the Equality Act, candidates will be asked if they have any specific requirements relating to the selections process.

Schedule 9 Part 1.1(1) of the Equality Act also permits targeted recruitment on grounds of Genuine Occupational Requirement.

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Date approved:	<i>23.08.2018</i>
Reviewed:	