



Job Description
Customer Services Advisor
April 2023

Position Title	Customer Services Advisor
Band	OneTeam – Band 5
Reports to	Team Leader – Customer Services
Work location and arrangements	The span of work for this role covers both Rochford District Council and Brentwood Borough Council. Hot desking or Agile working .

Brentwood Borough Council and Rochford District Council (together referred to as the “Councils”) have come together to form a strategic partnership (“the OneTeam Transformation”) the purpose of which is to create a unified officer team which will share knowledge, experience, and projects for the overall benefit of both Councils, developing unified ways of working including common policy and processes.

This post will be required to work at both councils’ premises at Rochford District Council and Brentwood Borough Council. You may reasonably be required to work at any other of the Councils’ premises as required to meet the needs of the service.

The Councils are committed to safeguarding and promoting the welfare of children and adults, and expects all employees, contractors, and volunteers to share its commitment to prevent abuse, harm, or exploitation.

Main Purpose

To handle a variety of customer contact channels, offering an excellent first point of contact to customers.

Main Responsibilities

Customer Services

Provide a single point, first contact resolution and advisory service for customers, on a wide range of Council services via multiple channels including: face-to-face, telephone, text message, email and webchat

Follow up the commitments you make to the customer and act upon them in a timely manner and in line with their expectations.

Build relationships with customers inspiring their trust in both you and the Councils.

Maintain up to date knowledge and understanding of Council services and systems used across the Councils.

Proactively seek out and resolve potential issues before they arise, escalating more complex and/or urgent issues as appropriate.

Contribute to service improvement opportunities both within Customer Services and the wider Councils.

Where appropriate, promote and encourage lower cost contact channels including online self-service.

Maintain confidentiality at all times, in adherence with Data Protection Legislation, the freedom of Information Act and other legislation.

Accurately and promptly record details of contact using either the Council's customer relationship management system or alternative Council system, as appropriate

Process customer payments

Ensure customers are dealt with courteously and professionally and apply appropriate and effective communication techniques when dealing with customers, including diffusing conflict and managing sensitive situations.

Record customer feedback including compliments, comments and complaints.

General

Undertake other duties of an administration nature, as required.

Represent and champion the Customer Services Team throughout the Councils.

Provide cover for receptions/front of house areas, as required

Corporate responsibilities

All roles will be required to work at both councils' premises at Rochford District Council and Brentwood Borough Council. You may reasonably be required to work at any other of the Councils' premises as required to meet the needs of the service.

To observe all the requirements of Safeguarding and to report any potential Safeguarding concerns in accordance with the Council's Safeguarding Policy.

Ensuring that all data and sensitive information collected by the service meets the requirements set out in the Councils' policies and procedures meeting the legislative requirements of the current Data Protection legislation applicable

To comply with all appropriate legislation and Council policies including the Officers Code of Conduct, Health, and Safety at Work, etc. Act 1974 and the Council's Health and Safety Policy and procedures.

To support the Council's Equalities & Diversity and Inclusion Policies.

All staff may on occasions be required to support the Councils to deal with emergency situations affecting the community we serve. In the event of such an emergency or, of a rehearsal for such an event, the Postholder may be required to attend at times and at locations outside of the norm for the post and to adopt the duties directed by the Officer in Charge for the duration of the emergency situation.

Any other duties appropriate to the post: these other duties must be equivalent to or below the salary and status of the role and, where appropriate, under the Equality Act 2010, due consideration must be given to any employees with a "protected characteristic".

Review

The duties and responsibilities of this post may vary from time to time according to the changing requirements of the Council. The job description may be reviewed at the discretion of the Director in the light of those changing requirements and in consultation with the postholder. In any event, the Head of Paid Service reserves the right to review and amend the job description.

PERSON SPECIFICATION

Position Title:	Customer Services Advisor	Date Prepared:	April 2023
Team	Customer Service	Band:	OneTeam – Band 5
AF= Application Form		I = Interview	T= Test

	REQUIREMENTS	Essential	Desirable	Assessed
1.	EXPERIENCE AND KNOWLEDGE			
1.1	Strong working knowledge and experience of using Microsoft Office packages.	✓		AF/I/T
1.2	Experience of working within a customer focussed environment.	✓		AF/I/T
1.3	Knowledge of Local Government services.		✓	AF/I/T
1.4	Experience of dealing with sensitive and confidential information.		✓	AF/I
2.	SKILLS AND ABILITIES			
2.1	Excellent verbal and written communication skills with an ability to communicate information professionally, effectively and concisely.	✓		AF/I/T
2.2	Ability to actively listen and use appropriate questioning skills to elicit required information.	✓		AF/I
2.3	Ability to prioritise work appropriately, work to deadlines and work under pressure.	✓		AF/I
2.4	Flexible, pro-active and adaptable to meet unforeseen demands.	✓		AF/I/
2.5	Effective at analysing issues and resolving problems.	✓		AF/I/T
2.6	Ability to deal with customers holistically, resolving multiple queries in one interaction.	✓		
3.	EDUCATION AND TRAINING			
3.1	GCSE in English and Maths Grade A-C or equivalent.	✓		AF
4.	OTHER			

	REQUIREMENTS	Essential	Desirable	Assessed
4.1	A flexible working approach to attend both organisations in person, as and when required.	✓		I
4.2	Adhere to the Council's values and behaviours.	✓		I
4.3	Commitment to maximising potential and continuous improvement of self and of service.	✓		I