

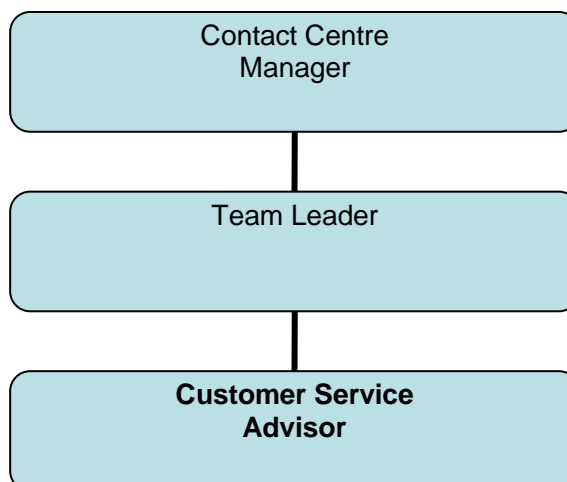
# **ROCHDALE BOROUGH COUNCIL**

## **JOB DESCRIPTION**

<b>SERVICE:</b>	Neighbourhoods
<b>SECTION:</b>	Contact Centre
<b>LOCATION:</b>	Number One Riverside
<b>JOB TITLE:</b>	Customer Service Advisor
<b>POST NUMBER:</b>	
<b>Grade:</b>	3
<b>Accountable to:</b>	Contact Centre Manager
<b>Accountable for:</b>	n/a
<b>Hours of Duty:</b>	30 flexible working hours to include weekends in accordance with the needs of the service.
<b>Any Special Conditions of Service:</b>	<p>The Authority operates a Smoke Free Policy for all its employees and applies to any building and associated grounds within in the immediate vicinity of the building which is wholly owned, leased or operated and occupied by Rochdale Borough Council.</p> <p>This post is not Politically Restricted in accordance with the current regulations</p>

**The Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects staff to share this commitment.**

### **ORGANISATIONAL CHART**



## **PURPOSE AND OBJECTIVES OF THE JOB**

1. To provide access to and information about Council and related service via the telephone, email and SMA Texting and other emerging technologies.
2. To receive, resolve and record customer enquiries about Council and related services.
3. To refer, signpost or pass on (via workflow) enquiries which require specialist officers.
4. To provide a high standard of customer service to customers contacting the Council.

## **Control of Resources**

### **Personnel**

To be responsible for any staff who may be assigned to the post holder for training purposes.

### **Financial**

To be responsible for ensuring that financial procedures and regulations are adhered to in all aspects of the work.

### **Equipment/Materials**

To be responsible for all equipment and materials required to meet the designated tasks.

## **Health/Safety/Welfare**

Responsibility for the safety and welfare of self and colleagues in accordance with the Health and Safety Policies of the Council.

## **Equality and Diversity**

To work in accordance with the Authority's Policy relating to the promotion of Equality and Diversity.

## **Training and Development**

The post holder will be responsible for assisting in the identification and undertaking of his/her own training and development requirements in accordance with the Council's Performance Management Framework.

## **Relationships (Internal and External)**

### **Internal**

Colleagues and team members in various services, Partners, officers within the wider Authority, and Councillors.

### **External**

Community groups, voluntary organisations, members of the public, partners from external agencies, training providers and suppliers of goods and services.

## **Responsibilities**

The postholder must -

- (i) Perform his/her duties in accordance with Rochdale Council's Equality and Diversity Policy.
- (ii) Ensure that Rochdale Council's commitment to public service orientation and care of our customers is provided.

## **Values and Behaviours**

Approach the job at all times using the values set out below

- Proud of the difference we make
- Passionate about the diversities of the Borough
- Pioneering and Open in our Approach

Be aware of and apply these values and associated behaviours at all times.

## **Principal Duties**

1. Deal with enquiries from members of the public and other customers regarding Council and related services.
2. Provide information and advice to customers about Council and related services
3. Action service requests and resolve initial enquiries using information sources available.
4. Proactively provide information about and action requests for other Council and related services, which the customer may be eligible for.
5. Record contact and related information for all calls and contacts.
6. Take payments for Council and related services in line with the Council's financial procedures and regulations.
7. Promote Council and related services to members of the public and other customers.
8. When necessary, refer enquiries to specialist officers as per service level agreements and agreed cut off points.
9. When necessary, liaise with specialists within Council and related services in order to resolve customer enquiries.
10. Record, and where possible resolve, complaints from members of the public and other customers regarding Council services in line with Council procedures.
11. Record comments and suggestions from members of the public and other customers.
12. Ensure workflow information is up to date.

13. Maintain awareness of any updates regarding procedural changes.
14. Work in accordance with the Council's Customer Service Standards.
15. Promote the Council and its services in a positive manner.

**Secondary Duties**

1. To participate in Council programmes of in-service training as a trainee and when required as a trainer facilitator.
2. To undertake such other duties and responsibilities of an equivalent nature as may be determined from time to time by the Service Head (or nominated representative) in consultation with the postholder (and if he/she so wishes, with his/her Trade Union representative).

Job Description prepared by	<u>Suzanne Banks</u>	Date	<u>4/3/2021</u>
Agreed by Postholder	<u></u>	Date	<u></u>
Supervisor	<u></u>	Date	<u></u>
	<u></u>		<u></u>
Service Director	<u></u>	Date	<u></u>

**Rochdale Borough Council  
Person Specification**

<b>Service :</b>	<b>Neighbourhoods</b>	<b>Post:</b>	<b>Customer Service Advisor</b>
<b>Section :</b>	<b>Contact Centre</b>	<b>Post Number :</b>	
<b>Job Ref:</b>	<b>RO48316</b>	<b>Grade:</b>	<b>3</b>

**Note to Applicants:**

The *Essential Criteria* are the qualifications, experience, skills or knowledge you **MUST SHOW YOU HAVE** to be considered for the job.

The *How Identified* column shows how the Council will obtain the necessary information about you.

If the *How Identified* column says the **Application Form** next to an *Essential Criteria* you **MUST** include in your application enough information to show **how** you meet this criteria. You should include examples from your paid or voluntary work.

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<b>Criteria</b>		<b>Essential (E) or Desirable (D)</b>	<b>How Identified: AF Application Form I Interview A Assessment</b>
<b>(a) Special Working Conditions</b>			
1	If you are an external candidate please confirm that you are a Rochdale Resident who lives within the municipal boundaries of the Borough of Rochdale.'	E	AF
2	Are you able to work flexibly and on occasions work out-of-hours with reasonable notice, where required?	E	AF, I
<b>(b) Qualifications and Experience</b>			
3	Please detail your literacy and numeric skills.	E	AF, I
4	Please detail your excellent communication of experience in developing good working relationships with other team members, senior managers, third party suppliers and customers.	E	AF, I
5	Please detail your experience of working with basic IT applications including MS word, and excel.	E	AF, I
6	Please detail your experience of working in a customer focused environment, either face to face or on the telephone.	E	AF, I
<b>(c) Skills and Knowledge</b>			
7	Please detail your ability to work under pressure, review and re-prioritise your workload to meet shifting deadlines.	E	AF, I
8	Please detail your ability to exercise sound judgement and decision making to ensure delivery of outcomes.	E	AF, I
9	Please detail your understanding of the cultural and social needs of different sections of the local community	E	AF, I
10	Please describe your capability to input and extract information from manual and computerised information sources.	E	AF, I
11	The ability to converse at ease with members of the public and provide advice in accurate spoken English is essential for this post.	E	I
<b>(d) Values and Behaviours</b>			
12	Approach the job at all times using the values set out below:  <ul style="list-style-type: none"> <li>• Proud</li> <li>• Passionate</li> <li>• Pioneering and Open</li> </ul> Please confirm you are willing to adhere to these values and	E	AF, I

behaviours.		
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