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| |  | | --- | |  | | **Post title**  Thank you for your interest in applying for the above post. Please find attached the Job Description and Person Specification for the role. | | **Working for Stockport Council** | | **Macintosh SSD:Users:tony.collinge:Desktop:values_job_description:STAR_logo_and_values.jpg**  Stockport Council has 4 core values that run through everything we do and are known as the Stockport Way of doing things. As an organisation we stay true to them no matter what challenges we face. The values came from colleagues and were developed through workshops and consultation across the Council.  [This video,](https://play.buto.tv/3My87) produced 'in house' and featuring colleagues from across the Council, explains each value and shows how colleagues are living these values each day.  As a new colleague the Council will expect you to work in accordance with these values. We also have policies and procedures around health, safety and welfare, customer care, emergency, evacuation, security and promotion of the Council’s priorities which we expect you to adhere to. These will be explained in detail to you as part of your induction process.  You can find out more about working for Stockport Council, and some of the benefits we offer employees, online at <https://greater.jobs/locations/stockport/> |   green band epsStockport Council  **Job Description** | |
| Post Title: Customer Service Officer  **Service Area: Information, Advice and Guidance**  **Directorate: CSS**  **Team: Contact Centre** |  |
| **Post Reports to: Supervisor**  **Post Responsible for: No supervisory responsibility** | |
| **Main Purpose of the Job:** To be a key point of contact for Council enquiries demonstrating excellent customer service skills. To provide a responsive and effective service, resolving enquiries at first point where possible and ensuring all customers are handled in a professional and appropriate manner. | |
| **Summary of responsibilities and key areas:**  1. To provide information, advice and guidance in a timely and efficient manner.  2. To be a key point of contact for customers of the council. To accurately indentify problems, generate solutions, update systems and demonstrate excellent customer service skills.  3. To work effectively with service providers and other partners. | |
| **Job activities:**  1. Customer Services  To respond in a positive manner to enquiries from customer contact, by phone, letter, email, in person, Social Media and Live chat.  Accurately evaluate the nature of customer enquiries and determine the appropriate action to be taken.  To identify problems, generate solutions and handle difficult or potentially aggressive situations appropriately.  To take telephone payments.    Identify Emergency / High Risk situations and escalate accordingly.  2.Technical Knowledge  To request, collate, check and verify all relevant information necessary to manage Services  3. Manage Customer records  Duties will include :  - Maintenance of customer databases.  - Assessment of Customer needs and entitlement.  - Processing refunds.  - Maintenance of system databases.  - Interrogation and updating of Customer records.  - To apply a practical knowledge of Regulations and ICT Systems and Procedures to administer services.  - To create and action a range of system reports.  - Analysis of statistical data and reporting.  - To report errors where identified.  - To provide advice and support on technical /legislative matters.  4.Liaison  To consult with other Council sections and outside agencies, maintain good communications and ensure prompt and efficient passage of information.  5. General  To ensure all actions comply with Data Protection Act.  To actively participate in reviewing working procedures and make recommendations for improvements and assist in the implementation of improvements.  To attend and contribute in a positive manner at appropriate meetings  To adhere to Corporate policies and procedures where relevant  To assist in the support and development of other staff  To report errors where identified. | |
| **Additional responsibilities:**  To work positively and inclusively with colleagues and customers so that the Council provides a workplace and delivers services that do not discriminate against people on the ground of their age, sexuality, religion or belief, race, gender or disabilities.  To fulfill personal requirements, where appropriate, with regard to Council policies and procedures, standards of attendance, health, safety and welfare, customer care, emergency, evacuation, security and promotion of the Council’s priorities.  To work flexibly in the interests of the service. This may include undertaking other duties provided that these are appropriate to the employee’s background, skills and abilities. Where this occurs there will be consultation with the employee and any necessary personal development will be taken into account. | |

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Stockport Council

Competency Person Specification

The criteria listed below represent the most important skills, experience, technical expertise and qualifications needed for this job role.

Your application will be assessed against these criteria to determine whether or not you are shortlisted for interview.  Any interview questions, or additional assessments (tests, presentations etc) will be broadly based on the criteria below.

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| **Competency** | **Essential or Desirable** |
| To work to the Council’s values and behaviours:   * To keep the people of **Stockport** at the heart of what we do * To succeed as a **team**, collaborating with colleagues and partners * To drive things forward with **ambition**, creativity and confidence * To value and **respect** our colleagues, partners and customers | Essential |
| Experience of dealing with customers in a customer facing environment. | Essential |
| Experience of working in a contact centre environment. | Desirable |
| Knowledge of existing council services and relevant legislation. | Desirable |
| Ability to meet challenging objectives | Essential |
| Must have a good understanding of customer service | Essential |
| Ability to work in a busy environment | Essential |
| Must be aware of the importance of maintaining confidentiality | Essential |
| A good working knowledge of computers | Essential |
| Ability and flexibility to adapt to different skills required in a contact centre environment | Essential |
| Ability to accurately input data | Essential |
| Ability to communicate with a wide range of people in a clear and concise manner | Essential |
| Vocational qualification in Customer Services ( e.g. NVQ or similar) | Desirable |
| TO BE INCLUDED WHEN THE ROLE IS COVERED BY THE FLUENCY DUTY (SEE GUIDANCE ON ENGLISH LANGUAGE REQUIREMENT)  The ability to converse at ease with service users/customers and provide advice in accurate spoken English. | Essential |