

**Job Description**

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| **Department** | **Chief Executives** |
| **Job Title** | Customer Service Officer |
| **Grade** | D |
| **Primary Purpose of Job** | To provide a comprehensive, efficient, effective and responsive enquiry service to customers. To ensure that all customer contacts are handled in an appropriate way and demonstrate excellent customer service. |
| **Reporting To** | Team Manager |
| **Direct Staffing Reports** | N/A |

**Main Duties**

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| **1** | Always ensure a high level of customer service by providing an efficient and accurate service to all customers. | |
| **2** | To listen carefully and empathetically to customers, especially when dealing with sensitive enquiries and when handling complaints. Be non- judgmental, provide advice and offer problem solving solutions in a clear and concise manner. | |
| **3** | To accurately maintain our computer records by correctly recording customers’ requests and/or details. | |
| **4** | To promote to customers the benefits of using digital self-access channels and to promote the take up of digital council services. | |
| **5** | To provide information, explore courses of action, and advise customers of the possible outcomes of their enquiries. This can include explaining processes, dealing with complaints and as well as, advising customers of actions you have or will take. | |
| **6** | To make decisions as to whether a situation has a requirement for immediate action i.e. child at risk, fraud notification. Homeless team referral, referral to adult or children’s services social worker. | |
| **7** | To act with the highest possible standards in relation to confidentiality and be aware of the need to conform to data protection & freedom of information legislation. | |
| **8** | To work shift patterns within designated operational hours and weekend working. Attend all team meetings and training as required, some of which may fall outside of normal working hours, for which time in lieu or payment will be arranged. | |
| **9** | To be an effective and productive member of the customer service division, contributing to team meetings, team building, continuous improvement and meeting individual and departmental key performance indicators. | |
| **10** | Efficient operation of a number of different IT systems, including a Telephony system, Microsoft Office products, the council’s customer relationship management system and various back-office systems. | |
| **11** | The Health & Safety at work act stipulates that it is the responsibility of every employee to observe the rules governing health & safety and any safety equipment provided must be used. | |
| **12** | To carry out any other duties in accordance with the grade of the post. | |
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| **Date Job Description prepared/updated:** | | **March 2024** |
| **Job Description prepared by:** | | **Service Support Manager** |

**Person Specification**

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| **Department** | | | **Chief Executives** | | | |
| **Job Title** | | | **Customer Service Officer (1)** | | | |
| **Stage One** | | | Candidates who are care leavers, have a disability, are ex-armed forces or are a carer (see [Carers-Charter-FINAL.pdf (gmhsc.org.uk)](https://www.gmhsc.org.uk/wp-content/uploads/2018/04/Carers-Charter-FINAL.pdf) are guaranteed an interview if they meet the essential criteria for the role | | | |
| **The Minimum Essential Requirements for the above Post are as Follows:** | | | | | | **Method of Assessment** |
| **1.** | **Skills and Knowledge** | | | | | |
| 1. | Ability to communicate clearly, both orally and in writing and build positive working relationships with customers accessing council services. | | | | | Application Form/Interview/Assessment Centre |
| 2. | Be open to change and innovation to drive the department forward and improve efficiency, service standards & performance. | | | | | Interview/Assessment Centre |
| 3. | Be helpful and respectful to customers and colleagues, keep calm under pressure and present a positive attitude to people when dealing with difficult situations. | | | | | Application Form/Interview/Assessment Centre |
| 4. | Ability to make constructive contributions to team meetings and workplace events. | | | | | Assessment Centre |
| 5. | Ability to use multiple computer-based systems confidently, including Microsoft Office applications, i.e. Word, Excel, and Outlook, effectively ensuring accuracy and attention to detail. | | | | | Assessment Centre |
| 6. | Demonstrate resilience to stress, maintaining effective performance during peak times of customer demand. Able to remain focused during busy periods. | | | | | Application Form/Interview |
| 7. | Ability to maintain high personal standards of service, performance and conduct, working to targets and adhering to the Customer Service Division values. | | | | | Application Form/Interview/Assessment Centre |
| 8. | To have a non-judgemental attitude of acceptance and tolerance for others, including customers, colleagues and partners, whose values and attitudes may be different to your own. | | | | | Application Form/Interview/Assessment Centre |
| 9. | The ability to work effectively as an individual and as part of a team. | | | | | Application Form/Interview/Assessment Centre |
|  | **Competencies** – Please note the council’s corporate competencies, which are essential for all roles, are below in the Core Competencies section | | | | | Interview |
| **2. Experience/Qualifications/Training etc** | | | | | | |
| 1. | | Full Time applicants to be able to work on a rota and must be available between the operational hours of the division. | | | Interview | |
| 2. | | Willingness to undertake appropriate training as required, in most cases this will be full time. | | | Interview | |
| **3. Work Related Circumstances** | | | | | | |
| 1. | | All posts require the job holder to undertake mandatory training for the role and to regularly review their developmental needs in conjunction with their line manager. Development of our employees plays a key role in delivering our services | | | Interview | |
| 2. | | The Council has a framework of Values & Behaviours that guide our behaviour and decision making to help achieve our vision. All employees are expected to be mindful of these when undertaking their work. | | | Interview | |
| 3. | | To wear the uniform if provided by the Customer Service Division or be smart and presentable in appearance. | | | Interview | |
| **STAGE TWO** | | | | Will only be used in the event of a large number of applicants meeting the minimum essential requirements | | |
| **2. Experience/Qualifications/Training etc** | | | | | | |
| 1. | Experience of working in customer service-related industry. | | | | | Interview |

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| **Date Person Specification prepared/updated** | **March 2024** |
| **Person Specification prepared by** | **Service Support Manager** |

**These core competencies are considered essential for all roles within Bolton Council. Please be prepared to be assessed on any of these during the interview process and, for the successful applicant, throughout the probationary period.**

**Developing Self & Others**

Promote a learning environment to embed a learning culture.  Support others to develop their skills and knowledge to fulfil their potential. Actively pursue your own development. Support and promote the principles of Investors in People.

**Civil Contingencies**

Bolton Council has a statutory duty under the Civil Contingencies Act to respond in the event of an emergency. If Bolton Council’s Emergency Management Plan is activated, you may be required to assist in maintaining key Council services and supporting the community.  This could require working outside of routine working hours and working from places other than your normal place of work.

**Equality & Diversity**

Uphold the principles of fairness and the Equality Act in all undertakings as a Bolton Council employee, including providing a fair, accessible service irrespective of customer’s race, religion, gender, sexuality, disability or age.

**Customer Care**

The ability to fully understand, assess and resolve the needs of all customers including those who present with complex situations, in a manner that respects dignity and expresses a caring & professional image.

**Health & Safety**

Take responsibility for the health and safety of yourself and others who may be affected by your acts or omissions, and comply with all health and safety legislation, policy and safe working practice, including participating in training activities necessary to your post.

**Data Protection and Confidentiality**

Ensure that any personal data or confidential data you hold is kept securely and is not disclosed, whether electronically, verbally or in writing, to any unauthorised third party. Follow Council policies and procedures on dealing with personal information and information assets, including The Code of Conduct, Data Protection, Acceptable Use and Information Security policies. Personal or confidential data should only be accessed or used for council purposes.

**Fluency Duty**

Should you be required, as a regular and intrinsic part of your role, to speak to members of the public in English, you must be able to converse at ease with customers and provide advice in accurate spoken English, as required byThe Immigration Act 2016.

**Working Hours**

The nature and demands of the role are not always predictable and there will be an expectation that work will be required outside of normal hours from time to time.

**Safeguarding**

This Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. Should the role involve working with the above groups, you will be subject to an Enhanced Disclosure and Barred List check by the Disclosure & Barring Service.

**The values of an organisation are those key principles by which people are expected to work to day to day. They’re our culture and help define what is expected of each and every one of us**.





