**Title of post:** Customer Services Senior Officer – Communications & Engagement

**Grade:** Grade F

**Responsible to:** Customer Services Team Manager

Purpose of Post: To deliver front line customer services that assist GMPF members, employers and other stakeholders with their pension questions and queries. To supervise the Customer Service Officers and Front of House Assistants within the team and monitor workloads, appraise output and provide support to all team members.

Main Duties & Key Responsibilities:

1. *To supervise Customer Service Officers*

* Be responsible for monitoring the workloads and output of one or more Customer Service Officers and Front of House Assistants and for reviewing and appraising their work
* Provide instruction and advice to those Officers and Assistants in order to help them to deal with customer service enquiries in to complete their tasks correctly and on time
* Act as a mentor to all new Customer Service Officers and Front of House Assistants assigned to you and ensure any induction plans and initial training requirements are completed in conjunction with your Team Manager
* Be responsible for providing, arranging and reviewing their ongoing training needs and, together with your Team Manager, identify ways in which you can help them to develop and progress in their role
* Be responsible for the day-to-day cover arrangements on team, in conjunction with your fellow Senior Officers, and ensure any office policies and procedures are followed and adhered to
* Provide cover and support for other Senior Officers and your Team Manager whenever required
* Assist with recruitment, adherence to the managing attendance policy and any similar tasks, as and when required
* Recognise good practice, effort and exceptional performance demonstrated by members of your team

1. ***To be responsible for the work of your team and providing information and assistance to all stakeholders***

* Support your Team Manager in delivering the objectives set for the Customer Services section and assist in predicting and anticipating future workloads in order to manage them effectively
* Assist your Team Manager in determining workload priorities and communicate those priorities and their expected completion times to your team members
* Allocate sufficient and appropriate work to your team members and, in conjunction with your Team Manager, undertake regular reviews of all work completed on the team to ensure the quality of work produced meets the required statutory and in-house standards
* Provide information for management reports and produce statistics on your team’s work, as required
* Be responsible for managing and monitoring your own workloads and complete tasks allocated to you within the allotted timescales
* Answer calls made to the Customer Services team and help to deliver a high-quality helpline service, by providing accurate and relevant information and writing clear and concise summaries of conversations held
* Write responses to general e-mail enquiries and letters received, and deal with enquiries escalated to you from other members of the team
* Update pension member records where required and ensure the information recorded is accurate and up-to-date
* Ensure any queries relating to member data or benefit entitlements are immediately investigated and rectified if necessary
* Attend stakeholder events, such as pension roadshows, forums and workshops, and assist with providing general information and answering questions
* Be able to signpost stakeholders to other resources or information that they might find useful
* Assist and provide support to members of your team or other teams with any unusual or high priority casework
* Ensure compliance with all legal and policy requirements, such as data protection requirements, IT security polices and similar
* Assist with testing new telephone software releases and new developments as and when required
* Contribute to the delivery of all projects being carried out affecting your team and be responsible for completing your allocated tasks to the highest standard

1. ***To be responsible for your own self-development and contribute to the overall success of the service***

* Maintain your own working knowledge of the LGPS and any other relevant legislation needed to carry out your role
* Be responsible for assessing your own training needs and feeding this back to your Team Manager, and identify ways in which you might want to develop and progress in your role
* Be jointly responsible for all team training manuals and guidance notes, ensuring they are kept accurate and up to date
* Assist with ensuring your team prioritises customer outcomes and focuses on delivering high standards of service and ensure all procedures relating to customer feedback are followed
* Identify improvements to the service provided to GMPF members and liaise with your Team Manager to appraise and implement these
* Promote a culture of openness, inclusiveness, positivity, inventiveness and ingenuity

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| **PERSON SPECIFICATION REQUIREMENTS** | Essential (E) or  Desirable (D) | How it will be assessed |
| 1. **Education Standard / Qualifications** |  |  |
| Practical ability in written English and Mathematics to GCSE grade A to C/5 -9 or equivalent L2 Qualification | D | Application form |
| Qualification in customer service or similar discipline | D | Application form |
| Knowledge |  |  |
| A knowledge of the LGPS or other pension scheme(s) | D | Application form, Interview |
| An awareness of Data Protection legislation and its implications and importance for our service | E | Application form, Test, Interview |
| Experience of: |  |  |
| Working in an office, administration or customer services environment | E | Application form, Interview |
| Answering telephone calls and written enquiries, and providing responses in a clear and concise way | E | Application form, Interview |
| Managing your own workloads and working to deadlines | E | Application form, Test, Interview |
| Resolving customer complaints and applying learning from feedback | E | Application form, Test, Interview |
| Working effectively as part of a team and setting short and medium term objectives | D | Application form, Interview |
| Allocating work to others and monitoring their progress and performance | D | Application form, Interview |
| Providing advice, guidance and training to others and assisting with team development | D | Application form, Interview |
| Implementing new practices and procedures successfully | D | Application form, Interview |
| Producing and collating management information, data and statistics | D | Application form, Interview |
| Assisting with recruitment and supporting attendance management policies | D | Application form, Interview |
| Skill and ability to: |  |  |
| Learn information about a large number of areas and procedures | E | Test |
| Be friendly, patient and remain calm under pressure | E | Test |
| Interpret complex information and respond to queries about pension regulations or legislation | E | Test, Interview |
| Write clear, concise letters and e-mails | E | Test |
| Talk confidently to members on the telephone and be able to explain complex rules or processes in a clear and appropriate way | E | Application form, Interview |
| Communicate well with a range of audiences including colleagues, senior managers and outside agencies | E | Application form, Test, Interview |
| Recognise where issues need to be treated confidentially | E | Test, Interview |
| Demonstrate empathy and deal appropriately with members experiencing bereavement or similar | E | Test, Interview |
| Supervise and mentor others, passing on leadership skills and promoting positivity | E | Interview |
| Determine your own work priorities and those of other members of your team and manage conflicting demands appropriately | E | Test, Interview |
| Have an awareness of wider service demands and issues and recognise pressures that may be being encountered by other teams and sections | E | Interview |
| Recognise when a procedure or policy is not working as effectively as it could and make suggestions as to how it could be improved | E | Interview |
| Be enthusiastic about the work of the service and the benefits it provides to its members | E | Interview |
| Demonstrate good IT and computer skills | E | Application form, Test, Interview |
| Promote equalities and diversity in the workplace | E | Interview |
| Be committed to the role and to be flexible, depending on the needs of the service | E | Application form, Interview |

**For Information:**

**Category**

E = Essential requirement without which the candidate would be unable to carry out the duties of the post

D = Desirable features that would normally enable the successful candidate to perform the duties and tasks better and more efficiently than one who did not have those qualifications, training, experience and so on