

Job specification

Job title: Customer Services Advisor - Customer

Service: Customer Services

Grade: G5

Reporting to: Assistant Business Partner Customer

Your job

You will provide a comprehensive, efficient and effective customer service provision including, but not exclusively, Welfare Support, Council Tax, Business Rates, Blue Badges and Housing advice using an asset based approach that underpins the principles of The Deal across libraries and life centres across the borough.

You will provide a comprehensive, efficient and effective face to face enquiry resolution service supporting customers to access services digitally for subsequent interactions to reduce costs to serve, add value and deliver savings expectations against our digital solutions.

Your approach will be to adopt an holistic asset based approach with customers to gain access to appropriate services that support the wider Public Sector Reform agenda and enable positive life changes, gain employment and work towards building self-reliance, improving health and well being outcomes and independence.

Shift patterns vary, Monday to Saturday, between 8:50am and 17:10pm. Out of hours cover may be required in line with the needs of the service and in such circumstances you will be allocated equivalent time off Monday to Saturday.

The Council is committed to complying with the European General Data Protection Regulations (GDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection Regulations.

In this job you will

In the next 12 months, you will:

- Maximise household income by identifying potential benefit entitlement, administered by the council and others, providing advice and information and signposting to other support channels when appropriate
- Conduct initial interviews with customers who are experiencing housing difficulty, provide comprehensive housing advice and refer them to or book appointments with the relevant team and/or external specialist agencies, where necessary
- Promote and encourage volunteering opportunities to customers presenting to support and enable experiences that build confidence, self-reliance and provide positive experiences and outcomes that improve and develop work and life skills
- Actively contribute to maximising collection of corporate revenue streams, providing advice and information that helps alleviate indebtedness and poverty by administering effective payment arrangement via online, direct debits and other channels, signposting to other support channels when appropriate

- Be decisive and take action to deal effectively with situations for example a child at risk, fraud notification, homeless referral and referral to appropriate partner agencies such as Social Care, Health, Police, Probation, Domestic Violence and Job Centre Plus

On an ongoing basis you will:

- Actively engage, model and demonstrate to customers the benefits of using online services as the primary customer access channel to help build self-reliance and migrate customers to more cost effective and sustainable delivery channels
- Deliver high levels of customer service that improve satisfaction levels and are recognised nationally as an exemplar of Excellent Customer Service provision
- Utilise intuition and decisive customer service skills which enable face to face delivery to be achieved at the first point of contact against agreed performance criteria aligned to corporate strategies, policies and programmes of work
- Complete complex transactions accurately and robustly evidence the action taken and advice given within the relevant system in a timely fashion
- Use systems and knowledge to support evidence verification processes, signposting appropriately to services that may benefit our customers and enhance the customer offer and experience
- Actively participate in changes to systems, processes and new businesses
- To undertake any training required to work effectively in the Customer Services Advisor role
- Work across Customer Services to provide the service at any location in line with business needs
- To ensure strict compliance with General Data Protection Regulations, The Data Protection Act and confidentiality with the collection, use and storage of personal data at all times
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules

In this job you will need

You must be able to demonstrate the following essential requirements: -

- 5 GCSE Grade C or above or equivalent, or demonstrable experience
- Evidence of continuous personal development
- Experience of engaging with customers utilising an asset based approach, channelling their transactions to relevant access channels e.g digital
- Experience of effectively working as a team whilst having an ability to use your own initiative
- Experience of inputting, verifying and extracting data from IT systems
- Knowledge and understanding of the values of the Council and how you can apply them in your day to day work
- Knowledge on the impact of poor customer service delivery and the link to the reputation of the Council
- Able to take accountability for day to day work load ensuring quantity of work is in line with performance criteria whilst focusing of the quality of the work
- Competency to raise issues, taking ownership of problems and actively seek a solution
- The ability to gain rapport with customers to understand their circumstances and work with them to achieve resolution at the 1st point of contact
- Have an ability to work flexibly in line with the demands of the service

Our culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **Be Wigan** behaviours.

Be Positive... take pride in all that you do

Be Accountable... be responsible for making things better

Be Courageous... be open to doing things differently

Individuals with line management responsibilities are also expected to ...

Inspire... lead by example and help others to see the big picture

Care... show genuine concern for people as individuals and value their contributions

Engage... I connect with others both within and beyond the organisation

Staff Deal

Our Staff Deal is an informal agreement with all staff. It outlines what you can expect from us, and in return what we expect from you

Our part

- Provide strong, honest and visible leadership
- Reward your commitment and hard work
- Care for your health and well being
- Listen to you and put your ideas into action
- Support you to give something back
- Offer opportunities to learn and grow
- Be one team, one council
- Believe in you

Your part

- Listen, be open, honest and friendly
- Be efficient, flexible and professional
- Care for your health and stay active
- Tell us how we can improve
- Give something back whenever you can
- Take opportunities to learn and grow
- Be one team, one council
- Believe in yourself and our borough