

# Job specification

**Job title:** Customer Services Assistant Customer Culture and Heritage

**Service:** Customer Services

**Grade:** G4

**Reporting to:** Assistant Business Partner

## Your job

Customer Services deliver a variety of services from Wigan Borough's Life Centres and Libraries. There are approximately 1.5 million customers every year who use these services.

You will be first point of contact for customers visiting the Libraries and Life Centres, actively engaging with them, promoting the benefits of our on line services as the primary customer access channel in order provide a more cost effective service and to enable the self-reliance of residents of the borough.

You'll work holistically with customers, within libraries or life centres, to help them gain access to appropriate services which will enable them to make positive life changes, gain employment and work towards building self-reliance, improving their health and well-being and independence.

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

On an on-going basis you will:

- Actively engage, support, model and demonstrate to customers the benefits of using online services as the primary customer access channel to help build self-reliance
- Provide assistance with the administration of various council services including; Blue Badge applications, Environmental Services, Planning and Registrars
- Promote our Libraries offer to customers and maintain an attractive, welcoming environment
- Promote and support our events and activities whilst working with volunteers, community groups and partners to provide an enhanced service for our residents of all ages
- Support and engage with our volunteers to provide a positive and mutually rewarding experience
- Log timely enquiries with speed and accuracy into the appropriate systems to effectively record customer contacts that measure performance levels, resolution at the first point of contact and improves customer satisfaction
- Actively seek information to resolve customer enquiries, using own initiative and appropriate research tools and techniques
- Actively participate in changes to systems, processes and new businesses, whilst always seeking to improve, to enhance the overall customer service and experience
- Provide support across Customer as the business requires
- 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 qualifications or experience relevant to the role
- Take accountability for day to day work load ensuring all work is completed to a high standard
- Experience of working as part of a team and the ability to support other team members
- Experience of dealing with and resolving Customer enquiries
- Competency to raise issues, taking ownership of problems and actively seek a solution
- The ability to consider the impact of your own actions on the customer, colleagues and the service
- The ability to actively consider the cost to serve of service delivery and make recommendations to improve this
- The ability to work flexibly in line with the demands of the service
- Confidence to openly share good and bad practice to enhance day to day processes and the customer journey
- The ability to use IT in line with corporate policies and procedure

## 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

# Staff Deal

**Wigan**  
Council

### 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

Signed

*Donna Hall*

Donna Hall CBE, Chief Executive

### 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

Signed



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