

ROYAL BOROUGH OF GREENWICH

JOB DESCRIPTION

DEPARTMENT: Finance and Legal Services

SECTION: Customer Service

GRADE: Scale 4 to SO1 (Career Graded Role)

POST DESIGNATION CUSTOMER SERVICE ADVISOR

Purpose of Job:

To be responsible to The Performance and Operations Manager (Daytime Operations)

- i) Delivering a broad range of Council Services and Corporate strategies
- ii) Support the Customer Service and Digital Strategies
- iii) Support and Adhere to the Council's Values.

Manages 0 Staff

Main Duties:

1. Deliver front line Customer Service and provide access to a range of council services, via any access channel, that reflects and meet the needs of our diverse local community and internal customers including, but not limited to:
 - i. Benefits
 - ii. Children's Services
 - iii. Environmental Services (Waste and Recycling)
 - iv. Health and Adult Services
 - v. Housing and Housing Repairs
 - vi. Mobility
 - vii. Registration
 - viii. Revenues
 - ix. Telecare Call Handling
2. Prioritise and process customer requests submitted by telephone, email, live chat, instant message or other contact channels.

3. As the public face of the council, act as an ambassador for the organisation, the Customer Service team through demonstrating and delivering high quality, professional customer service, owning the customer's enquiry and seeking an effective, efficient resolution.
4. To have an in-depth, working knowledge of CRM and to use this to maintain thorough, and accurate, customer and service records.
5. Keep confidential records and financial information private and secure in line with GDPR and Data protection legislation.
6. Use new technology, such as, webchat, co-browsing, social media, email and other contact handling methods, and understand new and updated processes in order to deliver excellent customer service.
7. Demonstrate an ability to employ relevant customer service skills and appropriate techniques to handle and manage down challenging situations and/or customers who may be distressed, irate, demanding and/or aggressive, escalating appropriately and when necessary.
8. Encourage customers to use the digital channels provided by the council and assist them in accessing information and services in the most appropriate, efficient and effective way in line with the Digital and Self-serve strategies.
9. Where appropriate, handle, process, and record payments by cash, cheque, credit and debit cards within agreed processes.
10. Ensure that all business systems provided are used appropriately and are updated accurately and efficiently. Liaise with and assist staff in other departments, our partners, and external organisations where necessary and appropriately.
11. Keep up-to-date with initiatives and services provided by the Council, departments and service areas.
12. Maintain a working knowledge of relevant systems, procedures, and legislation in relation to the services provided.
13. Engage in the Performance Management and appraisal process contributing through successful delivery of agreed personal objectives and ways of working.
14. To carry out any additional duties not listed above but commensurate with grade as allocated by The Customer Service Manager Daytime or Telecare and Out-of-Hours operations.
15. Where necessary for the job role or appropriate for continued development in the role, the post holder may be required to participate in training and development courses made available via the Council's Apprentice Levy funding.
16. To undertake all duties with due regard to the provisions of health and safety regulations and legislation, Data Protection/GDPR, Council Policies and Values.

17. To perform all duties in line with Council's staff values showing commitment to improving residents' lives and opportunities, demonstrating respect and fairness, taking ownership, working towards doing things better and working together across the council.

Career Grade

The career grade for advisors is dependent on both the number of services they deliver and the complexity of the individual service.

Each service is given a number of points relating the complexity of that service and the level of knowledge required to resolve queries relating to it. An example of the scoring matrix is below. As additional services and access channels are added they will be added to the relevant section.

Entry Level position is Scale 4

To move to scale 5 you need to meet the following requirements

Pass Probation

Be competent in 2 or more services.

To move to scale 6 you need to meet the following requirements

To be competent in a number of services to score at least 30 on the scoring matrix.

To Move to SO1 you need to meet the following requirements

To be competent in a number of services to score at least 40 on the scoring matrix and must include the skill "Act as senior officer on shift supporting the service"

Scoring Matrix

4 points	3 Points
• Housing Benefit • Telecare Call Handling • Tenancy Sign Ups • Information Desk • Mobility (Back Office) • Emails • Telecare Call Handling • Escalated enquiries and complaints • Training and Coaching • Supporting Customers with digital transactions • Act as senior officer on shift supporting the service	• Registrations • Housing Repairs • Parking • Switchboard • Corporate Receptions • Cashiering • Council Tax • Mobility (Customer Service) • Tenancy Terminations • Floorwalking

2 Points • Waste, Environmental & Street Services (includes Enforcement, Graffiti, Special Collections, waste & recycling) • Electoral Services • Parks, Estates & Open Spaces • Highways • School Admissions • Tenancy (Fob & ASSA) • Pest Control	1 Point • Pupil Finance • Anti-Social Behaviour (ASB) • Social Services (MASH) • Fulfilment • Document Verification

Designation of the Post to which the post-Holder normally reports to:

Performance and Operations Team Manager (Daytime Operations)

Person Specification



Job Title	Customer Service Advisor
Grade	Career Grade Scale 4 - SO1
Service/Section	Customer Services
Directorate	Finance and Legal Services

Method of Assessment: AF= Application Form, T = Test, P = Presentation, I = Interview

Shortlisting Criteria: Essential criteria assessed via application form should be used to shortlist.

Criteria	Method of Assessment	Essential/Desirable
Knowledge		

1. Working knowledge of the breadth of services delivered by the council	AF/I	E
2. Knowledge and experience of all services provided by Customer Services including relevant Technology, telephone and manual processes.	AF/I	E
3. Understanding of performance targets and key drivers of both performance and quality in an Omnichannel Customer Service environment.	AF/I	D
Skills and Abilities		
4. A commitment to delivering Customer Service excellence and an understanding of the challenges in delivering both quality and performance in an omni-channel contact centre environment	AF/I	E
5. The ability to communicate effectively, orally and in writing, with a diverse range of customers and stakeholders.	AF/I	D
6. Ability to be flexible and responsive in relation to working times, patterns and locations as driven by customer demand and service need	AF/I	E
7. Ability to work with minimal supervision and on own initiative with consistent accuracy and attention to detail	AF/I	D
8. Ability to deal with distressed, irate and aggressive members of the public in a sympathetic and tactful manner.	AF/I	E
Experience		
9. Experience in delivering front line customer service dealing directly with the public in an Omni-channel environment	AF/I	E
Equal Opportunities		

10. Understanding of and commitment to the Council's equal opportunities policies and ability to put into practice in the context of this post.	AF/I	E
11. Understanding of and commitment to achieving the Council's staff values and ability to put into practice in the context of this post.	AF/I	E
Managers/Supervisors only		
(see management standards guidance for full descriptions) • Leadership levels I, II or III • Communication levels I, II or III • Performance Management levels I, II or III		



Customer Service
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