



Role Profile

This section provides key information relating to the role

Job Title:	Customer Service Advisor		
Post No:	Various	Grade:	Grade 1 E Grade 2 F
Team:	Customer Service	Location:	Campus East
Responsible to:	Customer Service Team Leader		
Responsible for:	N/A		

Overall job purpose:

You will be the initial point of contact for the majority of customer enquiries. Your primary responsibility is to engage positively and professionally with customers, ensuring the majority of contact is resolved right first time, using the relevant IT and digital systems for both our Landlord and Council services.

You will be multiskilled, with the ability and flexibility to work effectively and efficiently across all key customer service channels as required by phone, digital (email and Live Chat) and face to face in reception, for both our Landlord and Council services.

You will play a key role in ensuring customer records are kept up to date, with queries, service requests and complaints logged promptly and accurately within the councils CRM (Jadu) and housing repair system (Orchard) as appropriate.

This role requires excellent communication skills and a passion to deliver excellent customer service, handling both positive and challenging interactions with customers.

With opportunities to gain experience and progress in the role, this is a career graded role (Level 1-2).

Key areas of focus:

	Level 1
1	Act as the initial point of contact for the majority of customer enquiries and service requests e.g. housing repairs, missed bins, parking enquiries, planning enquiries etc. To ensure that urgent matters are dealt with in a timely manner and in line with the council's customer service standards, policies and regulation.
2	Be able to answer the phone in a polite and professional manner, following key scripts and agreed processes as needed and using this information to respond to queries accurately and succinctly.
3	Ability to read and understand customer emails and use this information to log service requests accurately and succinctly.
4	Resolve queries first time through the council's live webchat function.

5	To utilise available data, knowledge bases and personal retained knowledge to make informed decisions/initial assessments that relate to the needs of the customer and lead, where appropriate, to an informed choice and contact resolution.
6	Accurately log customer information and requests within the council's CRM, whilst ensuring customer records are up to date and checked thoroughly to avoid errors and duplication.
7	To ask relevant questions pertinent to the situation to gather essential information to accurately and promptly record the details of the contact in the relevant IT systems.
8	To identify and promptly redirect appropriate specialist enquiries in accordance with operational procedures/business rules, in order to provide a satisfactory conclusion for the customer, some of whom will be vulnerable.
9	Proactively contact customers to provide service updates and follow on surveys e.g. follow ups relating to reports of damp and mould.
10	To competently operate a number of computer systems including Microsoft Excel, Word and Outlook programmes, Teams (including LiveChat), the Council's CRM system (Jadu), housing repair system (Orchard), telephony system.
11	Actively promote options for customer self serve.
12	Keep up to date with developments, services and information relating to the Customer Services and the rest of the Council to ensure appropriate, accurate and timely information is given to customers.
Level 2 (in addition to Level 1)	
13	Deal with escalated and more complex/specialist service requests.
14	Interact with customers face to face in reception.
15	Ability to confidently respond to customers through all channels displaying unreasonably persistent and abusive behaviour and act as escalation contact for Level 1 officers.
16	Accurately log enquiries from elected Members and complaints in line with council processes, ensuring compliance with the Ombudsman's Complaint Handling Codes.
17	Take the lead on responding to customer contacts through social media.
General (applicable to both Level 1 & 2)	

18	Undertake administrative tasks consistent with job purpose and grade of post, such as boundary checks, printing, posting, raising purchase orders in financial systems.
19	To have regard to the council's statutory responsibilities and policies in areas such as Health and Safety, Data Protection and Safeguarding whilst carrying out the duties of your role.
20	To promote equality and diversity in the workplace and in the services of the Council and to deliver the Council's equalities and diversity priorities.
21	The ability to converse with ease with other staff and members of the public and to provide advice in accurate spoken English is essential for this post.
22	To take a flexible approach to the changing patterns of work within the CSC and undertake other duties consistent with the job purpose and grade of post.

Role Requirements

The following outlines the criteria for this post.

Criteria	Essential	Desirable	Assessment Criteria
Qualifications and experience			
Level 1			
English qualification at: CSE – grade 1 GCSE - grade C or grade 9,8,7,6,5, or 4 or equivalent qualification	x		AP
Very good standard of numeracy and literacy	x		AP
Experience of working in a customer service role	x		AP/AS/IN
Experience and confidence in using ICT regularly in previous roles to frequently and accurately input data and/or to retrieve information	x		AP/AS/IN
Experience in working in a busy contact centre		x	AP/IN
Level 2 (in addition to Level 1)			
Customer Service qualification to NVQ2 or equivalent relevant work experience	x		AP
Experience working in a busy reception environment	x		AP/IN
Knowledge			
A knowledge and understanding of equality & diversity, safeguarding and understanding of customer vulnerabilities and reasonable adjustments that can be made to ensure excellent and accessible customer services.	x		IN
Knowledge of Contact Centre processes and systems.		x	AP/AS/IN
A broad awareness of council services.		x	AP/IN
Knowledge of data protection and understanding of importance of dealing with personal data.	x		AP/AS/IN
Skills and abilities			
Level 1			

Excellent accuracy and strong attention to detail	x		AP/AS
Experience of multi-tasking and prioritising workload in a pressurised customer service environment		x	AS
Ability to work calmly under pressure	x		AP/AS/IN
Flexible approach to varied work demands	x		AS/IN
Able to deal with conflict effectively balancing customer's needs with business processes	x		AS/IN
High levels of interpersonal skills in both listening and clearly and professionally communicating a message to others (oral and written)	x		AP/AS/IN
Able to identify the key points in a conversation and capture data accurately onto the relevant computer systems, whilst simultaneously taking the phone-call	x		AS/IN
Strong empathetic skills and ability to deal consistently with customers	x		AP/AS/IN
Excellent team player and able to work independently in a positive and constructive manner	x		AS/IN
Competent in key IT systems (e.g. Microsoft products), including specialist Customer Service/Contact systems.	x		AP/AS/IN
Level 2 (in addition to Level 1)			
Ability to prioritise and complete varied and multiple enquiries using information from multiple sources without constant supervision	x		AS/IN
Ability to provide information quickly and clearly to more complex queries	x		AS/IN
Ability to deal with sensitive and sometimes serious matters professionally			AS/IN
Ability to deal with customers who may display unreasonably persistent and abusive behaviour	x		AS/IN
Ability to solve problems and be able to change priorities as required	x		AP/AS/IN
Other attributes			
Can-do attitude and a real passion for helping people	x		IN
A commitment to continuous personal development.	x		IN
Ensuring your image continuously demonstrates the council's CORE values.	x		IN

Assessment Criteria:
(AP) Application, (AS) Assessment, (IN) Interview

Our Values and Behaviours



Our CORE values are key to delivering our vision, plans and strategies.

Collaborative	Open	Responsible	Excellent
We work together to get things done	We behave with integrity & fairness	We take responsibility for our actions and decisions	We perform at our best & strive for excellence

It's really important that you have a genuine passion for doing a great job and our behavioural competency framework sets out how we want people to work, ensuring everyone is valued, supported and empowered.

These competencies will be assessed throughout the recruitment and selection process, as well as part of your ongoing development and progression.