

## ROLE PROFILE

<b>Job family</b>	<b>Business Support</b>	<b>Role profile number</b>	<b>BS06-0810</b>	<b>Grade F</b>
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**Job purpose:** Carry out a range of administrative duties which will support the successful delivery of relevant services to internal and external customers.

Grade F posts are higher in 'Creativity & Innovation' with the requirement for on-going problem solving but within clear defined procedures where support is readily available from senior colleagues. Grade F posts are also higher in 'Consequences' where decisions are made based on a range of established solutions which have a material impact on the work of the team or service area.

<b>Factor</b>	<b>Relevant Job Information</b>
Supervision and/or Management of People	No management of staff. No supervisory responsibility other than providing guidance and support to colleagues.
Indicative qualifications	A levels / National Diploma or equivalent experience/skills. ITQ 2 or equivalent ICT skills and abilities.
Knowledge and Skills	Previous relevant and practical experience. A thorough understanding of relevant procedures and working practices. Good knowledge of specialist function relevant to service area. Excellent ICT skills including use of Microsoft applications and specialist systems Attention to detail. Good organisational skills and the ability to prioritise workloads.
Creativity and Innovation	Work on own initiative to manage own activities. Creativity and problem solving is a feature of the job, exercised within general guidelines of the service area. Research and analysis of information to highlight and prioritise issues for further investigation May research and resolve problems as part of a support team.
Contacts and Relationships	Provide advice and guidance where information is less well established and where situations may not be straightforward. Deal with people at all levels confidently, sensitively and diplomatically. Be first point of contact on a range of queries from internal / external customers, may be dealing with challenging situations where influence could be required. Contacts will include: Colleagues, customers, members of the public, and stakeholders.
Decisions – Discretion & Consequences	Work is carried out following the framework of accessible guidelines and processes. Decisions are made based on a range of established practices The consequences of the decisions will have a material effect on the service. Issues are highlighted and solutions are recommended on processes and procedures specific to the role. Devise, create, maintain and manipulate data management systems. Analyse standard data and provide reports to customers, team members and managers with recommendations. Carry out research for projects from a range of sources as directed by the line manager or other team members
Resources	Little or no responsibility for physical or financial resources
Work Demands	Work subject to interruptions and at times may be competing demands of work priorities
Work Environment	Office based, but may involve some travelling to other council buildings
Our Identity	<a href="#">Our Identity</a> sets out who we are and provides a shared understanding of how we are all expected to lead, work and act with each other, our partners and our residents to deliver our services and build stronger communities. They enable us to continually evolve and adapt to meet the changing needs of our residents and ensure that we continue to deliver great services and make a difference to the people of Wiltshire. All of us are expected to demonstrate the elements of <a href="#">Our Identity</a> in how we work to shape and create the organisation we want to be part of. It should influence our decisions, activities, projects and ways of working
Health & Safety	All employees are required to carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to their line manager
Equalities	Wiltshire council is committed to ensuring employees do not discriminate against colleagues, suppliers or third parties at work or harass or victimise others. Incidents of discrimination at work are taken seriously and employees are encouraged to report incidents via their manager or anonymously via <a href="#">the whistleblowing policy</a> .
Authority to work in the UK	All employees must have the legal authority to work in the UK. Non-EU nationals must have the relevant approval to work in the UK from the UK Border Agency. Copies of all documents provided as proof of identity are retained for our records, by providing these proofs the council will treat this as consent.

The above profile is intended to describe the general nature and level of work performed by employees in this role and does not detail a list of all duties and responsibilities. The Council reserves the right to amend this role profile as necessary.

## ROLE DESCRIPTION

<b>Role description:</b>	Customer Services Officer	
<b>Role profile family:</b>	Business Support	
<b>Role profile number and grade:</b>	BS06-0810	Grade F
<b>Number of posts:</b>	60 posts	
<b>Service/Team:</b>	Customer Services	
<b>Reports to:</b>	Customer Services Team Leader	

### Job Family overview

#### Business Support job family overview:

Delivery of administration, information processing and business services to support the Council

- Processes regular transactions via established procedures
- Undertakes regularly occurring event based tasks and duties
- Delivery of ongoing processes and procedures including specialist areas
- Understands and responds to real time queries
- Provide routine and standard advice and guidance on the Councils processes and procedures

### Service / Function Context

The overall responsibilities of the service/function are:

The main purpose of the Customer Services Unit is to act as the first point of contact for Customers contacting Wiltshire Council by telephone, face to face, email or social media. The role Customer Services plays in the organisation is fundamental to ensuring that Customers can access our services and that they reach the right person or team with the skills knowledge and authority to resolve their enquiry.

Customer Services are often the face and voice of the Council and need to have staff with excellent interpersonal skills and the ability to manage customer expectation and interactions, often with a high emotional temperature.

Customer Services Officers are, on a daily basis, required to resolve enquiries across a broad spectrum of services e.g. Highways defects, Housing Needs, Disabled Parking badges, Schools Admissions, Elections etc. and there will be differing levels of delivery from fully completed end to end resolution to basic signposting or advice.

The service handles on average 45,000 calls per month, 4,000 emails and 10,000 face to face interactions. However this can significantly fluctuate depending on demand generated by other service areas.

The service has specific corporate performance targets around calls into the service. These are to achieve a call connection rate of 90% and an average call waiting time of no more than 45 seconds.

Customer Services are required to work in partnership and support all other services within the Council to ensure that the customer has timely and easy access to services.

## Job Purpose

Acts as a first point of contact for the Wiltshire Council's Customer Services Unit, responding to incoming telephone, email, face to face and social media enquiries by establishing facts and requirements and by providing advice, information and assistance until the enquiry is resolved to the customer's satisfaction. Aims to ensure the delivery of high quality services to all customers and to meet the target times set by the County Council for resolving enquiries at first point of contact. Covers the Main Reception desk as required.

Specific duties and responsibilities include:

- Take responsibility for enquiries and make calls on behalf of customers to answer/resolve enquiries. Arrange for relevant information to be sent to customers where appropriate. Deal with enquiries where a greater depth of knowledge and experience is required; e.g. User testing for a project.
- Maintain and update electronic information systems, collecting all relevant statistics as and when required. Log all enquiries on to the Customer Relationship Management System (CRM) – call logging system. Assist customers in the on-line completion of documentation where appropriate.
- Handle enquiries from customers who wish to discuss sensitive issues or are in a high emotional state. Use empathy/interpersonal skills to manage the emotion and resolve the enquiry.
- Deal with customers who have a range of complex issues to unpick e.g. Homeless, in financial difficulty or health issues. Use intelligent questioning/negotiation skills to get to root of the issue, in order to resolve the enquiry.
- High levels of problem solving; e.g. investigating and giving advice to customers who contact us about non-Council issues; co-ordinating complex issues that require input from across different services or organisations; handling emergencies such as flooding; picking up from customers when something has gone wrong and liaising with service areas to fix the problem.
- Where appropriate, place customers in contact with the relevant service department, ensuring the service contact is fully briefed in the customer enquiry and use the CRM system to follow-up enquiries referred to service departments. Ensure customers are kept informed of the progress of their enquiry adhering to the Council's Customer Care Standards.
- Supply information in response to face-to-face, telephone, postal and electronic enquiries from the public, Council Members and Council employees. Supply "signposting" information on other public services, local tourism, local transport etc.
- Identify issues that affect service delivery, make recommendations for change and implement where agreed. Occasionally and as required by the Customer Services Team Leader, undertake promotional work to raise the profile of Council Services and project work in a user testing capacity.
- Play a supporting role to less experienced members of staff where greater knowledge and experience is required.
- Leading by example, displaying a good knowledge of the service and playing an active role in working with new starters and visitors to the team

- Occasionally, and as required by the Customer Services Team Leader act as a member of the weather and other emergency control team, which could involve working out of core hours
- Work within the requirements of; the Health & Safety at Work Act and other health and safety legislation; The data protection act; Freedom of Information act.
- Undertake any other duties as applicable to the grading/nature of the post as required by senior management.

## Person Specification

Specific qualifications, knowledge, and skills required for this role:

### Essential

- A levels / Diploma or relevant equivalent skills / experience in a customer-facing role;
- Analytical and problem solving skills;
- Excellent customer service, communication and interpersonal skills;
- Strong IT skills;
- Ability to deal with difficult customers and to work in a pressurised environment;
- Able to work as part of a team and on own initiative to manage own activities;
- Contribute ideas and suggestions to improve and develop the delivery of customer services;
- Literate & numerate.

### Desirable

- A Customer Care qualification (equivalent to NVQ level 3) would be an advantage
- A sound understanding of the service areas Customer Services supports.

## Supporting information

<b>Driving classification</b>	
<p><b>Occasional driver</b> A valid UK driving licence is not required. Occasionally may need to travel to different locations in order to undertake the duties of the role.</p>	<input checked="" type="checkbox"/>
<p><b>Regular Driver</b> Must hold a valid UK driving licence (with no more than 6 penalty points) and have access to either their own car or a pool car in order to undertake the duties of the role unless other forms of transport are available and viable to perform the role, including public transport. Or a reasonable adjustment has been agreed.</p>	<input type="checkbox"/>
<p><b>Required Driver</b> Must hold a valid UK driving licence (with no more than 3 penalty points) and will drive a vehicle supplied by the Council in order to undertake the duties of the role.</p>	<input type="checkbox"/>
<p>Employees should refer to the Corporate Driving at Work policy for further information.</p>	

<b>Driving trigger points</b>			
<p>The trigger points set out below, regarding driving licence points and at-fault accidents, apply to all staff who drive on council business.</p>			
Trigger Points	Corrective Driver Training Course or further action	Additional corrective training if appropriate or further action	
Points on driving licence	6	9	
Trigger Points	Discussion and advice on expected driving standards	Corrective Driver Training Course or further action	Additional corrective training if appropriate or further action
At fault accidents within a two-year period (whether work or personal)	1	2	3
<p>Job applicants who drive must have 9 or less points on their driving licence, and must have less than 4 at fault accidents within a two-year period. If they meet the trigger points, they will be subject to the actions outlined in the table above.</p>			
<p>If holding a valid licence, occasional drivers will need to declare penalty points and no-fault accidents as requested. Depending on the role, decisions as to whether this might either affect appointment or require corrective driver training, will be made case by case.</p>			

<b>Political restriction</b>	
<p>This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election as a member of parliament, as a member of the Scottish or Welsh Parliaments, or be a local councillor. The job holder is furthermore not permitted to canvass on behalf of a political party or a person who is already, or who seeks to be, a candidate. In addition, they may not speak to the public or publish any written or artistic work that could give the impression they are advocating support for a political party.</p>	<input type="checkbox"/>
<p>This role is not politically restricted</p>	<input checked="" type="checkbox"/>

Professional fees and related occupational costs	
As part of this role, or to support professional development, the job holder is required to be a member of a professional body or association. The job holder is responsible for payment of all professional fees, memberships, registrations or subscriptions and no reimbursement or contribution towards these will be provided by the council	<input type="checkbox"/>
This role does not have any professional or occupational membership requirements	<input checked="" type="checkbox"/>

Clearances – Disclosure & Barring Service (DBS)	
This role will be engaged in 'regulated activity' providing specific services relating to children or vulnerable adults and is subject to a Disclosure from the Disclosure and Barring Service.	<input type="checkbox"/>
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require an <b>Enhanced</b> DBS check before appointment can be confirmed.	<input type="checkbox"/>
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require a <b>Standard</b> DBS check	<input type="checkbox"/>
The role requires a <b>Basic</b> DBS check to check for convictions and cautions that are considered to be unspent under the terms of the Rehabilitation of Offenders Act 1974.	<input type="checkbox"/>
This role is not subject to a Disclosure from the Disclosure and Barring Service in order to undertake the duties of the role.	<input checked="" type="checkbox"/>

Clearances – Baseline Personnel Security Standard (BPSS)	
This role requires access to the UK government Public Services Network (PSN) and is subject to a BPSS check	<input type="checkbox"/>
This role is not subject to a BPSS check	<input checked="" type="checkbox"/>

Clearances – Non-Police Personnel Vetting (NPPV)	
This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at <b>level 2*</b> . (*regular access to police premises and police information, intelligence and financial or operational assets. Occasional access to those deemed 'secret').	<input checked="" type="checkbox"/>
This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at <b>level 3*</b> (*regular unsupervised access to police premises and/or access to police information and/or information systems and/or hard copy material either on police premises or by remote access up to "secret" level. A level 3 includes a check on you, your spouse/partner, co-residents, and all family members).	<input type="checkbox"/>
This role is not subject to a NPPV check	<input type="checkbox"/>

<b>Safeguarding</b>	
<p>For all roles within Children’s Services. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council’s agreed child protection/vulnerable adults protection procedures will be followed.</p>	<input type="checkbox"/>
<p>For all roles within Adult Social Services. Wiltshire Council is committed to safeguarding and promoting the welfare of vulnerable adults and all staff working for the council are expected to share a commitment to this. You will be expected to report any concerns relating to the possible abuse of a vulnerable adult in accordance with the agreed interagency safeguarding adults’ procedures. If your own conduct in relation to the safeguarding of vulnerable adults gives cause for concern, the council’s agreed interagency safeguarding adults’ procedures will be followed, alongside implementation of the council’s disciplinary procedure. The job holder is accountable for their safeguarding of vulnerable adult responsibilities to their line manager.</p>	<input type="checkbox"/>
<p>For all other roles within the council. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council’s agreed child protection/vulnerable adults protection procedures will be followed.</p>	<input checked="" type="checkbox"/>