



**CHIPPENHAM
TOWN COUNCIL**
Improving the quality of town life

Job Description

Job Title: Customer Services Team Leader

Reporting to: Head of Communications and Customer Services

Contract: 14 Months Maternity Cover

Hours: 37 Per week, Monday - Friday 8.45am - 4.45pm

Location: Town Hall, Chippenham

Salary: £29,540 per annum, SCP 14

Primary Relationships:

- Line Managed by the Head of Communications and Customer Services
- Supervises Customer Services Assistants and Casual Customer Services Assistants.
- Regularly interacts with members of the public, Councillors, Council staff and contractors.

Main purpose of role:

The Customer Services Team Leader plays a pivotal role to ensure the Customer Services Department runs smoothly and effectively. To be the first point of contact for all customers visiting or contacting the Council, delivering high quality customer care and providing information and advice on the Council's services.

Main Duties and Responsibilities

- To take day to day responsibility for all aspects of the operation of all the Customer Services department, to include staff, daily banking and financial processes, IT systems, Report-it, and Charter Market administration.
- To arrange the Customer Services rota to ensure all leave is covered effectively.

- Liaise with the Venues Booking Coordinator weekly on the events schedules and cascade to the Customer Service team and fully brief as necessary on all events, shows and meetings coming into the building.
- Assist customers face to face, over the telephone, through the post and email, giving help and advice as required.
- Signpost customers to other organisations or services that can help with their enquiry.
- Ensure compliance with national legislation relating to confidential information and the principles of data handling.
- Answer general enquiries about the Council's facilities, activities and events, be familiar with information about current and future shows and activities and encourage participation in Chippenham Town Council' events programme.
- Encourage use of the Council's mobile app to customers wishing to report any issues they have noticed in Chippenham, that are managed by the Council.
- Process requests for tickets, venues bookings and any other bookings as required, ensuring that the process is completed accurately and efficiently.
- Carry out administrative tasks and keep records in relation to the operation of Customer Services.
- Receive and handle payments by cash, cheque, credit or debit card and complete banking procedures as required.
- Assist in the preparation and collation of any statistics required for reporting procedures.
- Assist with sales, merchandise and promotional activities, including maintaining displays, distribution of publicity materials and updating internal and external notice boards.
- Assist with the promotion of the Town Council and the town of Chippenham generally, and help with the preparation, publicity and organisation of Town Council events as required.
- Assist with surveys, mailshots or similar activities required in connection with the marketing and audience development of Town Council facilities, approved events or the administration of seasonal projects.
- Assist with regular reviews of the Town Council's website and other social media systems, implementing expansion and updating regularly if required.

- Ensure the reception area is welcoming and tidy, restocking leaflets when needed.
- Meet and direct groups, scheduled visitors and contractors to the correct location.
- Deal with deliveries and organise the safe collection of those which are too large to accept at reception.
- Log all items of lost property which are found or reported lost.
- Open and log post in line with procedure and arrange franking and posting of outgoing mail.
- Communicate with and assist the halls team to ensure activities in the building run smoothly.
- Be familiar with the security and alarm systems controlled in the building and ensure the responsible person is informed of anything which needs attention.
- Oversee security in the reception area, being vigilant at all times and informing the relevant Duty Manager of any concerns, to help maintain a safe environment for all.
- Assist in the management of an emergency by acting as a Fire Marshall and helping the Duty Manager in the event of a building evacuation.

Special Conditions of the Post:

- To assist as far as reasonably possible with cover for leave, sickness and other absence of colleagues.
- To be a designated key holder (not including out of hours call out).
- If agreed with management for operational reasons, to work in a broadly similar role at any other Town Council facilities.
- Train to acquire new skills and develop existing skills as required.
- The postholder will undertake any other duties required by the management of the Town Council which are applicable to the grading and nature of the post and which do not change the general character of the duties or the level of responsibility entailed.
- The postholder must take reasonable care in respect of the health and safety of themselves and any other persons who may be affected by their

work and report any hazardous conditions or practices which may cause injury to people or property.

Person Specification	Essential	Desirable
Experience		
Working in a customer service environment	✓	
Lone working		✓
Cash handling	✓	
Skills & Knowledge		
Principals of good customer service	✓	
Website editing		✓
Use of databases		✓
Understanding of Local Authority processes		✓
Skills		
IT, including Excel and Word	✓	
Communication	✓	
Organisation	✓	
Qualifications		
Educated to GCSE standard or equivalent, including maths and English	✓	
Attributes		
Ability and confidence to work alone	✓	
Ability to multitask and adapt quickly to changing situations	✓	
Ability to deal with a range of people in a professional and courteous manner	✓	
A proactive approach to work	✓	
Willingness to work flexible hours including weekends and Bank Holidays as required	✓	

Equal Opportunities

Chippenham Town Council aims to be an Equal Opportunities Employer and has equal opportunities policies with which you are expected to comply at all times. The Council condemns all forms of harassment and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias, irrespective of disability, race, religion or beliefs, nationality, ethnic origin, age, sexual orientation, gender or marital status.