

Waverley is an ambitious authority, committed to being one of the leading Councils in the country at a time of major change by developing a high performing, highly engaged staff team to share the organisation's values and deliver our corporate objectives.

JOB DESCRIPTION	
<b>Job title:</b>	<b>Customer Services Officer Grade 10/9</b>
<b>Service:</b>	Business Transformation
<b>Team:</b>	Customer Services
<b>Location:</b>	The Burys, Godalming, Surrey, GU7 1HR
<b>Reporting to:</b>	Customer Services Team Leader
<b>Responsible for:</b>	Not applicable
OUR ORGANISATIONAL VALUES	
<b>Openness</b>	In Waverley we value <b>openness and honesty</b> where <b>communication</b> is <b>clear and constructive</b> and actions are <b>transparent</b> .
<b>Excellence</b>	In Waverley we value <b>excellence</b> , working in a <b>consistent</b> and <b>professional</b> way to achieve the highest standards possible, taking the time to recognise and <b>celebrate success</b> .
<b>Fairness</b>	In Waverley we value <b>fairness and respect</b> , working with <b>integrity</b> to ensure that everyone is treated well and has <b>equal access</b> to the <b>opportunities</b> available.
<b>Team Work</b>	In Waverley we value <b>team work and collaboration</b> , with <b>approachable</b> staff <b>actively contributing</b> to our shared corporate goals.
<b>Taking Ownership</b>	In Waverley we value taking <b>ownership</b> , where everyone feels <b>personally committed</b> to issues at hand and is working towards a <b>positive outcome</b> .
PRINCIPAL PURPOSE OF THE ROLE	
<b>Grade 10</b> <ul style="list-style-type: none"> <li>To be the first level of response to enquiries across a range of Council services areas to the Customer Services Centre, with the aim of resolving the enquiry at the first point of contact where possible, or escalating to colleagues to deal with.</li> <li>To respond effectively, efficiently and in a timely manner to customer enquiries, being sympathetic to the needs of Waverley's customers.</li> </ul>	

- To listen to customers enquiries and selecting from a range of options, provide information or support to customers, ensuring they receive a friendly service across a range of customer channels, in line with Council performance targets.
- Working with Customer Services Centre colleagues to cover opening hours.
- To work in partnership with other officers and external service providers, as dictated by the relevant process.

#### **Grade 9**

- To also be a subject matter expert in a particular service, activity, software, sharing this knowledge and experience with others and providing training to colleagues as required
- Responding to effectively, efficiently and in a timely manner to more detailed and complex customer enquiries.

### **MAIN DUTIES AND ACCOUNTABILITIES**

#### **Starter Grade (10)**

- To greet, direct and assist customers using appropriate language and tone to identify the customer query and supply a limited range of options such as signposting to the Council's website or other organisations, or simple advice.
- To provide information to customers, ensuring customers receive efficient, effective and friendly service at first point of contact in line with corporate targets and best practice, escalating queries to colleagues as required.
- To communicate with the customer, paying particular attention to vulnerable customers, to fully understand the enquiry and help them to resolve the problem where possible. To escalate any concerns (i.e. safeguarding matters) to their team leader.
- Respond promptly and effectively to all customer enquiries in line with customer channel service levels and performance targets and to provide your name as a point of contact, where necessary.
- To be a reception "floor walker" assisting customers visiting Waverley Borough Council reception areas to register as a visitor, guide customers to log queries or help them to undertake self service.
- To encourage customers to use digital communications (such as the customer self service portal, online forms) and to assist customers to self-serve where possible.
- To keep the reception area tidy and attractive, ensuring equipment in reception is in working order.
- To take bookings for the interview rooms,
- To operate the car park barrier, deciding whether visitors are entitled to use the parking bays as per Council policy, and issuing ID badges for all visitors to Waverley.
- To sign for and receive parcels, documents and tenders.
- To follow the agreed process/ workflow for individual customer enquiries, including administration and customer notifications to resolve the activity.
- To accurately identify the correct customer record and capture customer information on the relevant IT system, being mindful of confidentiality and customer choice.
- Maintain appropriate records and databases and ensure documents are filed on the relevant computer systems. To test relevant software systems and provide feedback on usability and accuracy.

- To take payments from customers and action refunds in accordance with the Council's practice and processes.
- To undertake any required wrap up activity administration in a timely fashion, working with service and Contractor colleagues as appropriate.
- Maintain confidentiality in line with Council policy and relevant data protection legislation on a daily basis.
- To treat all customers, contractors and contacts with dignity and respect whilst at work in accordance with the Council's policies, guidance and protocols.
- To attend and contribute to all meetings as required.
- To undertake occasional reception/customer services cover at other Waverley Borough Council sites, as required.
- Ensure that the principle of confidentiality and the requirements of the Data Protection Action are fully applied at all times.
- Actively promote the Council's Equality and Diversity policy in all aspects of your duties.

To move to the higher Grade (9) post-holders will need to demonstrate:

- The ability to provide information/advice as first point of contact across a range of services and operate competently at grade 10 level.
- Expertise in a particular service, activity or software, sharing this knowledge and experience with others and providing training to colleagues as required
- To respond effectively, efficiently and in a timely manner to detailed and complex customer enquiries
- To communicate with the customer, paying particular attention to vulnerable customers, to fully understand the enquiry and diagnose the issue, determine the right solution to resolve the problem and undertake the necessary action to and escalate any concerns (i.e. safeguarding matters).
- To follow the agreed process/ workflow for individual customer enquiries, ensuring administration and customer notifications to resolve the activity. To highlight trends and recommended changes to the process and practice based on expert knowledge and to test processes as required.
- To seamlessly work across all service areas and customer channels making high quality decisions to ensure that the enquiries are resolved at the first point of contact with minimal supervision.
- Respond promptly and effectively to all customer enquiries in line with customer channel service levels and performance targets and to provide your name as a point of contact, where necessary.
- To take ownership of a customer complaint or unresolved enquiry, following up with colleagues and ensuring the customer receives an answer. Where an enquiry can not be resolved to provide clear information regarding the customer enquiry for Services Centre or Service colleagues to manage.
- To help customers who need support to be able to self serve specific activities and spot opportunities for the Council to initiate further activities for self serve.
- To contribute to improving aspects of service process, workflow or services and escalate concerns or trends to the Team Leader.
- Assist and support in the training, development and coaching of new staff members and undertaken any required development.

### **Business Continuity**

- Play a pivotal role in business continuity planning and should the need arise assist in ensuring business recovery of key service provision in a 24 hour window.

### **Health and Safety**

- Comply with all Health and safety legislation and Council policies for your area of work, ensuring that risks are identified, managed and monitored as required
- To assist in emergency evacuation procedures.

## **DIMENSIONS OF THE ROLE**

- To be able to assist customers with straightforward services offered by the Customer Services Centre
- Working with colleagues in the Customer Services Centre to deal with customer enquiries in excess of 150,000 per year using multiple customer channels (such as website, online forms, phone, emails, face to face, webchat and social media).
- Customer Enquiries to the Customer Services Centre:
  - Approximately 1800 visitors enquiries a month for main reception and 600 visitors per month at Farnham Locality Reception
  - Approximately 10,000 phone calls per month across the CS Centre
  - Approximately 25,000 online forms per annum
  - Tenancies – 5,000

## **AREAS OF ACCOUNTABILITY/PROBLEM SOLVING – DECISION MAKING / SCOPE FOR IMPACT**

### **Grade 10**

- To support with a range customer enquiries, through a range of channels . (Customer portal, online forms, phone, emails, face to face).
- Issuing routine instructions to the contractor as required for example: for missed collections, assisted collections, clinical waste requests, pest control treatments and street cleaning.
- Where identified, escalation of concerns such as the safeguarding of vulnerable adults to the Team Leader.
- Dealing with confidential data on a daily basis.

### **Grade 9**

- To juggle a varied and demanding workload for a wide range of customer enquiries, covering a wide range of topics, through a range of channels.
- Diagnosis and analysis of incoming calls to determine appropriate course of action.
- Taking ownership of customer enquiries to overseeing them until resolution.
- Issuing orders and/or instructions to the relevant contractor.
- Escalation of issues such as the safeguarding of vulnerable adults to the appropriate internal or external contact.
- Dealing with sensitive data on a daily basis.

## **PLANNING/ORGANISING/CONTROLLING**

- Processing payments/refunds through the relevant accounting system to ensure prompt payment

- Providing basic information to residents on a wide range of services
- Issuing work orders, allocation of appointments and relevant inspections visits
- Production of job orders dispatched to relevant contractor.

## CUSTOMERS AND CONTACTS

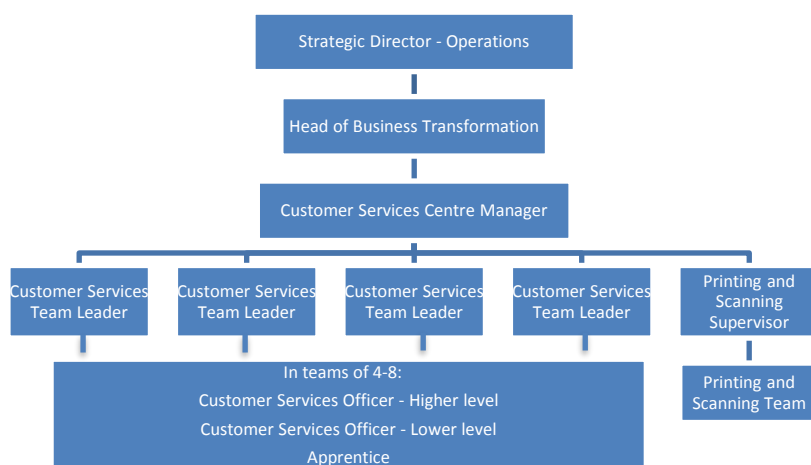
### INTERNAL

- All staff including the Corporate Management Team
- Executive Councillors and ward members.

### EXTERNAL

- Waverley Borough Council customers, tenants, service users and visitors to the borough
- Contractors
- Consultants employed by Waverley Borough Council
- Other key stakeholders; such as suppliers, utility companies, citizens advice bureau, Police, Surrey County Council Officers
- Shop-keepers and traders
- Members of other Councils, other local authorities and government departments
- All types of external organisations and officials

## SERVICE/TEAM STRUCTURE



## PERSON SPECIFICATION

Candidates must be able to demonstrate, giving examples, **all essential criteria** marked as A, A/C or A/I within their application form to be shortlisted for this role.

	PERSON SPECIFICATION			
	ESSENTIAL CRITERIA	How ASSESSED	DESIRABLE CRITERIA	How ASSESSED
<b>QUALIFICATIONS/ EDUCATION / TRAINING / EXPERIENCE</b>	Good general standard of education (5 GCSEs including or equivalent including English and Maths)	A	Experience of dealing with vulnerable people	A / I
	Experience of working in a customer focused service delivery and evidence of following procedures with a high level of accuracy	A / E / I		
<b>KNOWLEDGE / TECHNICAL SKILLS</b>	Good level of computer literacy with good knowledge Microsoft Office Applications and database management	A	Awareness of Safeguarding	A / I
	Patience, courtesy and flexibility in dealing with people,	A / I	Council service knowledge across all Customer Service Centre activities (Grade 9)	A/I
<b>COMMUNICATION</b>	Good written and verbal communication skills, with attention to detail	A / I		
	Listening and empathy skills and the ability to assimilate information, including the ability to question where sufficient information is not provided	A / I	Ability to deal and effectively negotiate with customer, in sometimes difficult, sensitive or contentious situations in a professional manner (Grade 9)	
	Ability to deal effectively with	A / I		

	customer, in a professional manner Able to choose the most effective communication dependent on the situation and individual circumstances (Grade 9)			
<b>CUSTOMER SERVICE</b>	Commitment to a high level of customer service, demonstrating courtesy and flexibly in dealing with people	A / I	Experience of dealing with a diverse customer base and their needs	A
	Understanding of and commitment to promoting equality and diversity in service delivery and employment.	A / I		
	Accurate spoken English is essential for the post	I		
<b>TEAM WORKING</b>	Capable of positively influencing the way a team works together and willing to learn from others	A / I		
	Display ability to constructively challenge practices in order to achieve performance improvement. (Grade 9)	A / I		
<b>MANAGING SELF AND OTHERS</b>	Able to manage complex cases and case-work with high skill level with the ability to problem solving (Grade 9)	A / I	Displaying a good level of initiative and ability to introduce and develop new and improved ways to help customers within this area of work.	A / I
	Able to maintain confidentiality when dealing with sensitive data	A / I		
	The ability to work accurately and quickly with	A / E / I		

	particular attention to details, whilst delivering expected volumes of work			
<b>CAN DO APPROACH / ACHIEVING RESULTS</b>	Ability to solve straight forward problems	A	Willing to embrace change and take on new challenges	C
	Ability to stay calm and focused under pressure.	A / I		
	Punctual and reliable	A		
<b>ADDITIONAL SPECIFIC REQUIREMENTS FOR THIS POST</b>	For business continuity purposes you are required to have access to the internet at home via broadband on a PC, laptop or tablet.	A	Ability to travel around the borough in an efficient manner	A

#### How assessed

A = Application CV/Personal Statement  
C = Certificates/professional Registration  
D = DBS police check

E = Exercise  
I = Interview  
M = Medical assessment

For Official Use only			
<b>Job title:</b>	Customer Services Officer	<b>Post no:</b>	
<b>Service:</b>	Business Transformation	<b>JE score:</b>	
<b>Team:</b>	Customer Services	<b>Pay band:</b>	tbc
<b>Location:</b>	The Burys Godalming, Surrey GU7 1HR	<b>Position type:</b> (if part time, working pattern)	Full time 37 Hours/ Five day week
<b>Competencies: (level 1 – 4)</b>	Communication:	2	
	Customer Service:	2	
	Team Working:	2	
	Managing Self and Others:	2	
	Can do approach/Results	2	
<b>REVIEWED BY:</b>	Head of Business Transformation	<b>DATE:</b>	October 2020
<b>CHECKED IN:</b>	Employee Services	<b>DATE:</b>	
<b>LAST UPDATED:</b>	Add date	<b>DATE:</b>	