

JOB DESCRIPTION

TITLE: Customer Service Advisor –
Employability

POST NO:

DEPARTMENT: Inclusive Economy

DIVISION: Employment & Skills

RESPONSIBLE TO: Employability Team Leader

GRADE: L4

PURPOSE OF POST:

To deliver accessible, professional, quality services to all customers by placing them at the heart of the Councils activity. To provide first contact resolutions in order to achieve better outcomes for customers either through the Service centre or Contact centre, maintaining the highest standard of customer service at all times.

ORGANISATION CHART:

PRINCIPAL RESPONSIBILITIES:	%
1. Own, process and resolve complex individual enquiries, complaints and customer requests received. Resolve customer enquiries providing professional information advice and guidance to customers. Work with partner organisations in order to assist customers.	40%
2. Help to mentor and train staff to ensure we are providing a quality and up to date advice and guidance service. Ensure staff are proficient in guiding customers through the on-line and self –service options offered by the council	20%
3. Use multiple ICT & Customer contact systems effectively. Ensure data recorded is accurate and concise. Creation and maintenance of records, files and statistical information for evidence based data.	10%
4. Be fully proficient in a range of those services delivered through the Service centre and Contact centre. Maintaining and acquiring knowledge and expertise in all aspects of existing, new and revised legislation relevant to services delivered.	10%
5. Make arrangements with Customers to support employability needs and progression into the labour market. Make referrals into appropriate support offers including into employment specialists.	10%
6. Scrutinise, identify and confirm a Customer's identification in line with data protection principles. Verify documentation as authentic. Refer any suspected fraudulent activity	5%
7. Contribute to continuous service improvement by identifying areas of waste and or service failure and promotional activity for example the Council's Channel shift agenda.	5%

DIMENSIONS:

Supervisory Management:	None
Financial Resources:	N/A
Physical Resources:	N/A
Other:	Contributes to the dealing and resolving of Customer Enquiries;

CONTEXT:

This post provides key support in the running of Luton Council's Employability and Connect to Work programme, assisting Participants to achieve personal targets and providing opportunities for them to progress into sustained employment. Postholder will need to have specialist knowledge in order to promote and deal with diverse issues. There will be an on-going requirement to accommodate moving priorities and targets within a rapidly changing environment. The postholder will therefore need to develop a responsive and versatile approach that minimises the impact of these changes on service provision.

Postholder will liaise with officers of the council and other agencies on matters of Safeguarding, Health & Safety, quality improvement and maintaining the standards of relevant fidelity models, e.g. IPS & SEQF. There will also be a need to exercise effective communication skills and develop and promote good working relationships with external and internal partners.

There will be a need to work co-operatively within a dead lined environment, maintaining high standards of customer-care within a service focused on quality delivery and responsiveness to changing demands. There is therefore a need to demonstrate a positive, caring, professional and non-discriminatory approach to help develop the council's commitment to equal opportunities.

The post holder must ensure that all Customers have equal access to services and from time to time will assist Customers at community centres, or during publicity campaigns.

Strict confidentiality must be maintained at all times in line with the Data Protection Principles.

It is to be understood that every employee has a responsibility to ensure that their work complies with all statutory requirements and with Standing Orders and Financial Regulations of the Council, and to ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice.

Because of the nature of this job, it will be necessary for the appropriate level of criminal record disclosure to be undertaken. Therefore, it is essential in making your application you disclose whether you have any pending charges, convictions, bind-overs or cautions and, if so, for which offences. This post will be exempt from the provisions of Section 4 (2) of the Rehabilitation of Offenders 1974 (Exemptions) (Amendments) Order 1986. Therefore, applications are not entitled to withhold information about convictions which for other purposes are 'spent' under the provision of the Act, and, in the event of the employment being taken up, any failure to disclose such convictions will result in dismissal or disciplinary action by the Authority. The fact that a pending charge, conviction, bind-over or caution has been recorded against you will not necessarily debar you from consideration for this appointment.

Physical Effort: Commensurate with normal based office environment.

Working Environment: Open plan office with breakout areas.

Person Specification

This acts as selection criteria and gives an outline of the types of person and the characteristics required to do the job.

Essential (E) :- without which candidate would be rejected

Desirable (D):- useful for choosing between two good candidates.

Please make sure, when completing your application form, you give <u>clear examples</u> of how you meet the essential and desirable criteria.				
Attributes	Essential	How Measured	Desirable	How Measured
Experience	Demonstrable experience of working in a Customer Contact environment providing Information, Advice and Guidance.	1.2	Some experience of supporting or mentoring colleagues	1,2
Skills/Abilities	Able to deal with enquiries and advice, members of the public via multiple channels. Ability to deal with difficult enquiries and behaviour. Able to converse with ease with members of the public and provide effective help or advice in accurate and fluent spoken English Able to establish and quickly assimilate facts/information, use own initiative to problem solve and take action within defined procedures in an accurate and detailed manner. Proficient in the use of Multiple ICT & Customer contact systems including Windows based computer packages and case management systems. Demonstrable numeracy skills. Ability to accurately record concise information and produce customer documentation and case records. Ability to support and train staff	1.2 1,2,3 1, 2 1.2 1.2,3 1.2. 1.2	Resolve enquiries making decisions balancing the needs of the customer and organisation.	1,2
Equality Issues	Be able to demonstrate an understanding of the effects of discrimination on service delivery and on the people you are working with	1.2		
Specialist Knowledge	Able to interpret legislation such as Housing Benefits, Housing, Adult Social Care or Council Tax. NVQ Level 2 /Level 3	1.2		
Education and Training	A customer services qualification or equivalent experience and training	1.2.4	.	
Other Requirements	Able to extend or adjust working hours in order to meet the front line needs of the service. Able to travel throughout the Borough as	1,2	Take ownership and process work to completion.	1,2

	and when required maintaining service delivery standards.	1,2		
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(1 = Application Form 2 = Interview 3 = Test 4 = Proof of Qualification 5 = Practical Exercise)

We will consider any reasonable adjustments under the terms of the Equalities Act (2010) to enable an applicant with a disability (as defined under the Act) to meet the requirements of the post.

The Job-holder will ensure that Luton Borough Council's policies are reflected in all aspects of his/her work, in particular those relating to;

- (i) Equal Opportunities
- (ii) Health and Safety
- (iii) Data Protection Act (1984 & 1998).