JOB DESCRIPTION

JOB TITLE:	Customer Service Advisor	**JE NUMBER:**
DIRECTORATE:	Digital, HR (Human Resources) and Customer Services	**BAND: Career Grade 4– 6**
RESPONSIBLE TO:	Customer Services Delivery Team Leader	
RESPONSIBLE FOR:		
MAIN PURPOSE OF POST:	Working in one of the delivery teams within Customers, Revenues and Benefits, providing multi-channel customer services for residents and businesses, meeting their needs, and achieving high customer satisfaction levels. Contacts may be sensitive and complex.	

DUTIES AND RESPONSIBILITIES:

1.	Work as part of a team to manage customer flow and achieve Key Performance Indicators.
2.	Respond to customer contact by telephone, in person or via digital interaction, identifying needs, clarifying issues, and providing support and guidance.
3.	Take ownership of difficult customer contact, using excellent customer handling skills and judgement to determine the best course of action. Utilise support and escalation routes where necessary. You may be exposed to customers who are aggressive, rude, or distressed. There is a need to deal with these customers in a tactful, courteous, and professional manner.
4.	Take payments from customers and ensure that they are correctly processed and accounted for in accordance with the Financial Regulations of the Council.
5.	Advocate for the customer where cases require resolution from other service areas, partners, or external agencies.
6.	Log enquiries in the CRM (Customer Relationship Management) system and where relevant, other appropriate ICT systems
7.	Sign-post people to online support materials and online access channels, providing assisted digital support where needed.
8.	Process changes to customer details, limiting handoffs to service teams.
9.	Provide a reception or triage service, ensuring visitors are managed safely and professionally. Ensure all customer access areas are secure, tidy and comply with health and safety legislation and that information displays are current.
10.	Undertake allocated Health and Safety roles, ensuring customers are effectively marshalled in the event of fire, terrorism, or other evacuation events.

11.	Undertake post handling and general administrative duties.
12.	Act as the Council's complaints officer, supporting customer engagement activity, the management of complaints and learning from customers.
13.	Support the development and presentation of reports relating to complaints and service improvements to elected members and the corporate leadership team.
14.	Provide an administrative function supporting the council's handling of FOI, SAR and EIR requests.
15.	Achieve own performance targets so that a quality service is delivered to customers, and customer service excellence is achieved.
16.	Support the induction, and coaching of staff members
17.	Recognise and recommend improvements to the customer experience.

GENERAL – To be aware of and implement the following:
Equalities – The council's Equality and Diversity Policy which sets out the council's commitment to advancing equality and social inclusion while celebrating the diversity within our communities.
Code of Conduct – All employees of Chesterfield Borough Council must comply with the Employees' Code of Conduct.
Health & safety – To comply with the Health and Safety at Work etc. Act (1974) and carry out all duties in accordance with the Council's Health and Safety policy.
Staff Development - The Council's Performance & Development Review is an integral part of Chesterfield Borough Council's performance management framework as well as a key employee development procedure. You will be required to undertake any training required for the job role.
Data Protection – All employees must adhere to the requirements of the General Data Protection Regulations (GDPR) and the Data Protection Act 2018 in respect of confidentiality and disclosure of data.
Safeguarding Children and Vulnerable Adults - The council has both a moral and legal obligation to ensure a duty of care for children and vulnerable adults across its services. We are committed to ensuring that all children and vulnerable adults are protected and kept safe from harm, and we have a responsibility to safeguard and promote well-being.

SPECIAL FEATURES OF POST:

Political Restriction	YES		NO	No
Vetting Checks e.g Disclosure and Barring Service (DBS)	YES	Yes	NO	
Flexible approach to time of work, with ability to work evenings and weekends as required by the needs of the service.	YES		NO	No
Hybrid working post* This post will typically be delivered from the Customer Service Centre or Chesterfield Town Hall. Occasional opportunities to work from home may be agreed with your manager, dependent on work rota's.	YES		NO	No*

It is the council's intention that this job description is seen as a guide to the main areas and duties for which the job holder is accountable. However, as the work that the council changes the job holder's obligations are also bound to vary and develop, so the job description should be seen as a guide and not as a permanent, definitive and exhaustive statement. This job description is non-contractual.

PERSON SPECIFICATION

JOB TITLE:	Customer Service Advisor	**JE NUMBER:**	
DIRECTORATE:	Digital, HR and Customer Services	**DATE:**	

KNOWLEDGE / SKILLS / ABILITIES		**Assessment Method** Application Form, Presentation, Scenario based Exercise, Interview, Qualification / Certificates
Essential		
	• Clear communicator. • Concise, accurate and professional written and verbal communication skills • A good listener • Has demonstrable passion for delivering customer service excellence	

	• Problem solver. • Demonstration of good diagnostic and questioning ability • Empathetic. Able to deal with highly sensitive subject matters with empathy and understanding • Awareness of own emotions and their impact on others • Good at building rapport and engaging with others • Able and prepared to adapt to different circumstances • Good typing speed and computer literacy • Willingness and capability to learn and grow in the role	
Desirable		
	• Awareness of a variety of customer platforms including face to face provision, telephony, social media, web chat • Good working knowledge in relation to information governance, and data protection • Knowledge of service delivery within a council environment	Interview
EXPERIENCE		
Essential		
	• Can demonstrate 'going the extra mile' • Previous experience of working in a customer focused environment • Previous experience working in a team environment	Application Form, Interview
Desirable		
	• Experience of adjusting quickly from one conversation to another with differing requirements • Previous experience working in an environment that demands confidentiality and discretion	Interview
QUALIFICATIONS		
Essential		
	• English and Maths pass at GSCE equivalent grade	Application Form
Desirable		
	• Customer Services Qualification	Application form \Interview
COMPETENCY REQUIREMENT:		

Seeing the Big Picture **Level: 1**	Seeing the big picture is about having an in-depth understanding and knowledge of how your role fits with and supports the council plan and the wider public needs and the national interest. For all staff, it is about focusing your contribution on the activities which will meet the council goals and deliver the greatest value. For leaders, it is about scanning the political context and taking account of wider impacts to develop long term implementation strategies that maximise opportunities to add value to the customer and support economic, sustainable growth.	Interview
Changing and Improving **Level: 1**	People who are effective in this area take initiative, are innovative and seek out opportunities to create effective change. For all staff, it's about learning from what has worked as well as what has not, being open to change and improvement, and working in 'smarter', more focused ways. For leaders, this is about creating and encouraging a culture of innovation and allowing people to consider and take informed decisions. Doing this well means continuously seeking out ways to improve policy implementation and build a leaner, more flexible and responsive council. It also means making use of alternative delivery models including digital and partnership approaches wherever possible.	Interview
Making Effective Decisions **Level: 1**	Effectiveness in this area is about using sound judgement, evidence, and knowledge to arrive at accurate, expert, and professional decisions and advice. For all staff it is being careful and thoughtful about the use and protection of council and public information to ensure it is handled securely and with care. For leaders it is about reaching evidence-based strategies, evaluating options, impacts, risks, and solutions, and creating a security culture around the handling information. They will aim to maximise return while minimising risk and balancing a range of considerations to provide sustainable outcomes.	Interview
Leading & Communicating **Level: 1**	At all levels, effectiveness in this area is about showing our pride and passion for public service, communicating purpose and direction with clarity, integrity, and enthusiasm. It's about championing difference and external experience and supporting principles of fairness of opportunity for all. For leaders, it is about being visible, establishing a strong direction and persuasive future vision; managing and	Interview

	engaging with people in a straightforward, truthful, and candid way.	
Collaborating and Partnering **Level: 1**	People skilled in this area are team players. At all levels, it requires working collaboratively, sharing information appropriately and building supportive, trusting, and professional relationships with colleagues and a wide range of people within and outside the council, whilst having the confidence to challenge assumptions. For senior leaders, it is about being approachable, delivering business objectives through creating an inclusive environment, welcoming challenge however uncomfortable	Interview
Developing self and others **Level: 1**	Effectiveness in this area is having a strong focus on continuous learning for oneself, others, and the organisation. For all staff, it is being open to learning, about keeping one's own knowledge and skill set current and evolving. For leaders, it is about investing in the capabilities of our people, to be effective now and in the future as well as giving clear, honest feedback and supporting teams to succeed. It is also about creating a learning and knowledge culture across the organisation to inform plans and transformational change	Interview
Delivering Value for Money **Level: 1**	Delivering value for money involves the efficient, effective, and economic use of taxpayers' money in the delivery of public services. For all staff, it means seeking out and implementing solutions which achieve the best mix of quality, and effectiveness for the least outlay. People who do this well base their decisions on evidenced information and follow agreed processes and policies, challenging these appropriately where they prevent excellent value for money. For leaders it's about embedding a culture of value for money within their area/function. They work collaboratively across boundaries to ensure that the council maximises its strategic outcomes within the resources available	Interview
Managing a Quality Service **Level: 1**	Effectiveness in this area is about valuing and modelling professional excellence and expertise to deliver service objectives, taking account of diverse customer needs and requirements. People who are effective plan, organise and manage their time and activities to deliver a high quality, secure, reliable, and efficient service, applying programme, project, and risk management approaches to support service delivery.	Interview

	For leaders, it is about creating an environment to deliver operational excellence and creating the most appropriate and cost-effective delivery models for public services	
Delivering at Pace **Level: 1**	Effectiveness in this area means focusing on delivering timely performance with energy and taking responsibility and accountability for quality outcomes. For all staff, it is about working to agreed goals and activities and dealing with challenges in a responsive and constructive way. For leaders, it is about building a performance culture where staff are given space, authority, and support to deliver outcomes. It is also about keeping a firm focus on priorities and addressing performance issues resolutely, fairly, and promptly	Interview