

## Role Description and Employee Specification

We deliver great services to local communities on behalf of their local council. We are owned by the Councils and not shareholders, so we know our priorities and have strong values. At Publica we put people and our communities at the centre of everything.

<b>Job title:</b>	Customer Service Advisor	<b>Location:</b>	Coleford
<b>Job group:</b>	Customer Advisor	<b>Peer group no:</b>	PG-C2
<b>Reports to:</b>	Customer Service Manager	<b>Working hours:</b>	37
<b>Business World Post number:</b>	880000452	<b>Line management responsibility:</b>	No
		<b>Direct Reports:</b>	
<b>FTE Salary pro rata:</b>	£20,233 – 22,380	<b>Contract type:</b>	Permanent
		Further detail	

<b>Main purpose of this specific role:</b>	<p>The purpose of the role is to:</p> <ul style="list-style-type: none"> <li>• Be the first point of contact for multiple services on behalf of Publica, its internal and external customers.</li> <li>• Respond, conclude or escalate transactional and other queries</li> <li>• Work within tight guidelines and prescribed methods of working</li> </ul>
<b>Essential qualifications/skills/ experience specific to this role:</b>	<ul style="list-style-type: none"> <li>• A minimum of 5 qualifications equivalent to NVQ level 2 or GCSE at Grade C/4 or above, must include Maths and English</li> <li>• Ability to establish and maintain good working relationships</li> <li>• Ability to provide a positive input to the immediate team and the wider organisation</li> <li>• Outstanding ICT and keyboard skills and the ability to simultaneously use multiple Microsoft, Google and bespoke systems</li> </ul>

	<ul style="list-style-type: none"> <li>• Understand and demonstrate commitment in delivering the key performance indicators within the function e.g. levels of customer satisfaction</li> <li>• Ability to remain calm and confident when dealing with challenging customers</li> <li>• Excellent active listening skills that demonstrate a customer focus and understanding and have the ability to interpret customer requests for information</li> <li>• Ability to manage time effectively</li> <li>• Excellent written and verbal communication skills</li> <li>• Ability to multitask</li> <li>• Have the ability to work in an evolving service where change will be the norm</li> <li>• Evidence of experience in a fast paced, high volume customer focussed environment e.g. contact centres</li> </ul>
	<p><b>Generic Job Profile:</b></p>
<p><b>Main Purpose:</b></p>	<p>The purpose of the role is to:</p> <ul style="list-style-type: none"> <li>• Be the first point of contact for multiple services on behalf of Publica, its internal and external customers.</li> <li>• Respond, conclude or escalate transactional and other queries</li> <li>• Work within tight guidelines and prescribed methods of working</li> </ul>
<p><b>Key Responsibilities:</b></p>	<ul style="list-style-type: none"> <li>• Deal with customer enquiries efficiently and effectively by all communication channels.</li> <li>• To simultaneously use multiple IT systems to manage and resolve enquiries and record information accurately.</li> <li>• To take ownership and resolve complex queries by using appropriate skills and expertise, by liaising with the appropriate services within the Council or by liaising with the appropriate external organisations.</li> <li>• Have a broad understanding of our customers and their needs</li> <li>• Escalate problems that sit outside the scope of your responsibilities to the appropriate person</li> <li>• Mentor and train colleagues</li> <li>• Adhere to policies and procedures as prescribed by other areas of the business</li> <li>• Maintain process knowledge libraries to ensure kept up to date and disseminated to the team with the potential to champion a service area and assist with team training and service liaison.</li> </ul>

	<ul style="list-style-type: none"> <li>• To assist with other duties as directed by the team leader or customer service manager</li> </ul>
<p><b>General Accountabilities:</b></p>	<ul style="list-style-type: none"> <li>• The post holder is responsible for maintaining a safe working environment and ensuring as far as reasonably practicable that safe working practices are adopted by employees within this work environment</li> <li>• Work in compliance with the Codes of Conduct, Regulations and policies of Publica</li> <li>• To support the response to a major incident, including taking up a designated role within the emergency management framework</li> </ul>
<p><b>Essential Requirements, Qualifications, Skills and Abilities:</b></p>	<ul style="list-style-type: none"> <li>• A minimum of 5 qualifications equivalent to NVQ level 2 or GCSE at Grade C/4 or above, must include Maths and English</li> <li>• Ability to establish and maintain good working relationships</li> <li>• Ability to provide a positive input to the immediate team and the wider organisation</li> <li>• Outstanding ICT and keyboard skills and the ability to simultaneously use multiple Microsoft, Google and bespoke systems</li> <li>• Understand and demonstrate commitment in delivering the key performance indicators within the function e.g. levels of customer satisfaction</li> <li>• Ability to remain calm and confident when dealing with challenging customers</li> <li>• Excellent active listening skills that demonstrate a customer focus and understanding and have the ability to interpret customer requests for information</li> <li>• Ability to manage time effectively</li> <li>• Excellent written and verbal communication skills</li> <li>• Ability to multitask</li> <li>• Have the ability to work in an evolving service where change will be the norm</li> <li>• Evidence of experience in a fast paced, high volume customer focussed environment e.g. contact centres</li> <li>• Understanding of the importance of accurate record keeping</li> </ul>

<b>Desirable Requirements Qualifications, Skills and Abilities:</b>	<ul style="list-style-type: none"> <li>• Qualification working within a customer service environment</li> <li>• Experience of working within a Local Authority environment</li> <li>• Experience of CRM systems</li> </ul>
<b>Special Conditions:</b>	<ul style="list-style-type: none"> <li>• There may be a requirement to work at other Publica Group (Support) Ltd and/or client locations to meet the needs of the business</li> <li>• You will be expected to work reasonable additional hours in line with the needs of the service</li> <li>• Ability to travel</li> </ul>
<b>Date reviewed:</b>	20/07/2021
<b>Reviewed by:</b>	Lisa Cresswell
<b>Manager job title:</b>	Customer Service Manager
<b>Date of issue:</b>	<a href="#">Click here to enter a date.</a>