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| <b>Role Title</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | <b>Customer Service &amp; Business Support Officer</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Job Family</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | <b>Neighbourhoods &amp; Commercial Services</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <b>Competency Level</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | <b>All Colleagues</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>Scale</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | <b>Scale 6</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Purpose</b><br><br>To provide a professional, proactive, customer focussed service to the organisation and all customers, both internal and external. The role will be working in one of the following areas; <ul style="list-style-type: none"> <li>• Libraries and face to face customer service including Registrars</li> <li>• Customer service including 24-hour call handling and channel shift</li> <li>• Business Support covering support to a range of services across the organisation</li> <li>• Executive and Councilor Support and Weddings, Meetings and Events services</li> <li>• Quality assurance and system and service development</li> </ul> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <b>Role Accountabilities</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | <b>End Results/ Outcomes</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| Communicate effectively with internal and / or external customers / service users. Act as point of contact for the service. Provide information and resolve problems, within scope of role, escalating to line manager as required.                                                                                                                                                                                                                                                                                                                                                                                                                                   | <p>To provide a high standard of service to all customers that is courteous, approachable and helpful; advising, supporting and resolving issues. This will involve receiving and handling enquiries over multiple channel.</p> <p>Relevant, accurate, understandable and timely information is provided at all times.</p> <p>Resolve product or service problems by clarifying the customer's need; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.</p> <p>Take a proactive approach to problem solving, focused on resolving issues including providing guidance to prevent future issues occurring.</p> <p>Provide supportive assistance to move customers to digital channels, providing additional guidance and upskilling where required.</p> <p>Support and deliver events eg library events, ceremonies.</p> <p>Provide commercially focused customer service where appropriate, ensuring customers are aware of paid services (room bookings, additional wedding services etc) which may benefit the customer.</p> <p>Support communication to customers about how to access services, service changes and new initiatives. This could</p> |

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|                                                                                                                                                          | <p>include pop up libraries, lunch and learns and similar.</p> <p>Prepare service areas (libraries, receptions etc) for both open and close, including unlocking buildings as appropriate.</p>                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <p>To work with colleagues and team leaders to identify areas for improvement, ensuring the support offer remains appropriate for all service users.</p> | <p>Build sustainable relationships of trust through open and interactive communication.</p> <p>Take a continuously curious approach to services delivered, always seeking to identify, suggest and implement enhancements and improvements.</p> <p>Liaise with key stakeholders and make use of feedback received and shared.</p>                                                                                                                                                                                                                                                                                       |
| <p>Organise and maintain records and documents using the appropriate council process / system.</p>                                                       | <p>All documents, correspondence etc are recorded, distributed and processed correctly within agreed timescales.</p> <p>Up to date records / information are maintained, and are well organised and accessible.</p> <p>Develop appropriate skills for various systems, taking responsibility for self-development and participating in training and development. Share knowledge gained with others.</p> <p>Seek to use digital methods wherever possible.</p>                                                                                                                                                          |
| <p>Create documents, reports, correspondence from the information provided, using standard formats and software</p>                                      | <p>All materials are produced to the required legislative and or Council standards and timescales.</p> <p>Provide advice and guidance on processes and procedures including communicating SOPs (standard Operating Procedures).</p> <p>Reports are accurate, complete and meaningful.</p> <p>Develop appropriate skills for various systems, taking responsibility for self-development and participating in training and development. Share knowledge gained with others.</p> <p>Ensure attention to detail in developing all documentation.</p> <p>Monitor, measure and report on performance and service issues.</p> |
| <p>Utilise system information to ensure work is delivered and prioritised in order. Develop system and other tools to support delivery of work.</p>      | <p>Make use of system tools such as dashboards to ensure work is delivered in order of priority. Manage workload efficiently, escalating as required.</p> <p>Create and change forms and processes as required to improve delivery.</p>                                                                                                                                                                                                                                                                                                                                                                                 |

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|                                                                                                                                                                                                                                                                                                                                                                                                    | <p>Develop system forms to enable customers to request services and self serve. e.g. building and developing Hornbill forms).</p> <p>Write, collate and test SOPs (standard operating procedures) for processes delivered.</p>                                                                             |
| Process expenditure requests, invoices and other financial documents, handle payments and expenses claims and other financial administration as necessary.                                                                                                                                                                                                                                         | <p>Accurate, complete and meaningful information is recorded in the correct format.</p> <p>Potential errors / issue are identified and resolved or escalated in a timely manner.</p> <p>Seek to ensure no cash handling occurs, escalating as required.</p>                                                |
| Carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to line manager.                                                                                                                                                                                                                  | <p>Work is carried out in a way that is safe and without risks to health.</p>                                                                                                                                                                                                                              |
| Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.                                                                                                                                                                                                                                                                                     | <p>To be responsible for self-development and to participate in training and development.</p> <p>A positive image of the Council is promoted at all times.</p> <p>To work flexibly across a variety of locations and departments where required.</p> <p>All policies and procedures are complied with.</p> |
| <b>Nature of Contacts</b>                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                            |
| <p>Involves supporting and guiding residents, internal customers, stakeholders and third parties to ensure a successful service is delivered.</p> <p>Carry out processes in line with service area.</p> <p>Liaise with and advise senior members of staff regarding service issues, problems and processes.</p> <p>Deal with people at all levels confidently, sensitively and diplomatically.</p> |                                                                                                                                                                                                                                                                                                            |
| <b>Procedural Context</b>                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                            |
| <p>Acts within guidelines and standard procedures with discretion to allocate or otherwise organise work to meet service delivery requirements. Works within laid down procedures but needs to deal with day-to-day problems without always referring to others.</p> <p>Decisions will be made based on Council procedures.</p> <p>Comply with all Council policies and procedures.</p>            |                                                                                                                                                                                                                                                                                                            |
| <b>Resourcing</b>                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                            |

Budget Responsibilities: Nil

Supervisory Responsibilities: Nil

### **Knowledge, Skills and Experience**

- Experience of having worked in a fast paced, customer focused environment.
- Good knowledge and application of IT systems and software packages.
- Ability to work with minimum supervision, using problem solving skills and initiative to provide a customer focused service.
- Excellent levels of literacy and numeracy.
- Ability to work flexibly, balancing competing priorities and meeting deadlines whilst understanding the needs, timescales and deadlines of others.
- Ability to deal diplomatically and confidentially with a wider range of customers both internally and externally.
- Ability to identify improvements to processes and systems (at a level appropriate to the role) and to share the recommendations with the wider team.
- High level of professionalism, care and integrity, ensuring a positive image of the organisation is promoted at all times.
- Strong time management skills.
- High level of flexibility, a positive attitude and ability to adapt to changes.
- Highly organised with the ability to multi-task and be flexible to respond to service delivery requirements.
- Clear communication skills.
- Ability to build strong relationships.
- Goal-oriented focus with the customer in mind.
- Willingness to learn new skills, processes and systems as appropriate to the role.

### **Indicative Qualifications**

English and Maths Qualification

Relevant NVQ Level 2 or 3 qualification

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities, which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular reviews and the Council reserves the right to amend or add to the accountabilities listed.