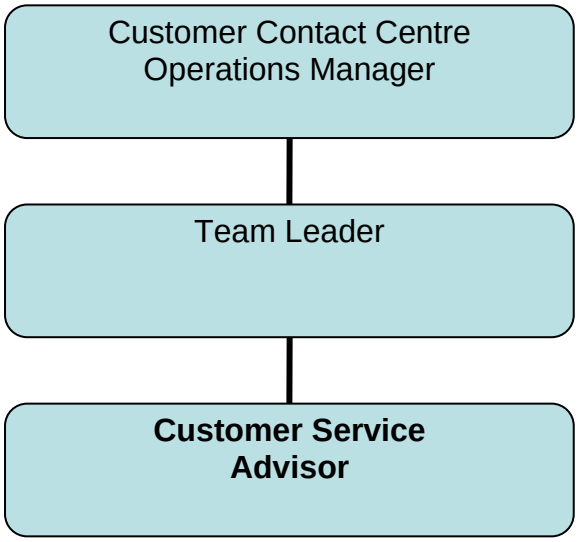
ROCHDALE BOROUGH COUNCIL

JOB DESCRIPTION

SERVICE:	Public Health and Communities
SECTION:	Contact Centre
LOCATION:	Number One Riverside
JOB TITLE:	Customer Service Advisor
POST NUMBER:	CUCACC010422
Grade:	3
Accountable to:	Customer Contact Centre Operations Manager
Accountable for:	n/a
Hours of Duty:	37 flexible working hours, which may include weekends in accordance with the needs of the service.
Any Special Conditions of Service:	The Authority operates a Smoke Free Policy for all its employees and applies to any building and associated grounds within in the immediate vicinity of the building which is wholly owned, leased or operated and occupied by Rochdale Borough Council. External candidates applying for this post you must be a Rochdale Resident who lives within the municipal boundaries of the Borough of Rochdale. This post is not Politically Restricted in accordance with the current regulations

The Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects staff to share this commitment.

ORGANISATIONAL CHART



PURPOSE AND OBJECTIVES OF THE JOB

1. To provide access to and information about Council and related service via the telephone, email and SMS Texting and other emerging technologies.

2. To receive, resolve and record customer enquiries about Council and related services.

3. To refer, signpost or pass on (via workflow) enquiries which require specialist officers.

4. To provide a high standard of customer service to customers contacting the Council.

Control of Resources

Personnel

To be responsible for any staff who may be assigned to the post holder for training purposes.

Financial

To be responsible for ensuring that financial procedures and regulations are adhered to in all aspects of the work.

Equipment/Materials

To be responsible for all equipment and materials required to meet the designated tasks.

Health/Safety/Welfare

Responsibility for the safety and welfare of self and colleagues in accordance with the Health and Safety Policies of the Council.

Equality and Diversity

To work in accordance with the Authority's Policy relating to the promotion of Equality and Diversity.

Training and Development

The post holder will be responsible for assisting in the identification and undertaking of his/her own training and development requirements in accordance with the Council's Performance Management Framework.

Relationships (Internal and External)

Internal

Colleagues and team members in various services, Partners, officers within the wider Authority, and Councillors.

External

Community groups, voluntary organisations, members of the public, partners from external agencies, training providers and suppliers of goods and services.

Responsibilities

The postholder must -

(i) Perform his/her duties in accordance with Rochdale Council's Equality and Diversity Policy.
(ii) Ensure that Rochdale Council's commitment to public service orientation and care of our customers is provided.

Values and Behaviours

Approach the job at all times using the values set out below

- Proud of the difference we make
- Passionate about the diversities of the Borough
- Pioneering and Open in our Approach

Be aware of and apply these values and associated behaviours at all times.

Principal Duties

1. Provide a diagnostic information and enquiry service e.g. telephone, e-mail and any emerging technologies for all Council and, where appropriate, non-Council Services and activities.

2. Proactively provide information and advice to resolve enquiries from members of the public and other customers regarding Council and related services.

3. To interpret complex information or situations and solve difficult problems bearing in mind the wellbeing of people and dealing with sensitive issues in an empathetic manner.

4. To accurately record at all times, using a high level of precise and speedy keyboard skills, contact and related information including the CRM. Interrogate a variety of systems for various Council Services and input accurate data to relevant Service Requests, E Forms and Work Tickets to appropriate systems.

5. To work within recognised procedures using initiative while having access to a Team Leader for guidance.

6. To be proactive in identifying customers' needs which may not be initially presented by customers at first point of contact and to act accordingly.

7. To deal with complicated and sensitive enquiries ensuring effective communication with a range of audiences using verbal and written methods. Deal with sensitive issues in an empathetic manner applying interpersonal and caring skills.

8. To process payments by debit and credit card for Council and related services in line with the Council's financial procedures and regulations.

9. To treat all customers in a professional manner, in line with the Contact Centre's Customer Service Standards

10. Ensure the Data Protection Act and GDPR is adhered to.

11. To work in accordance with the Customer Service Centres Service Level Agreements.

12. Promote the Council and all Council services in a positive manner to members of the public and other customers.

13. Maintain awareness of any updates regarding procedural changes.

14. To receive and record complaints and compliments from members of the public. Record comments and suggestions from members of the public.

15. To act as a "knowledge" and "escalation" point for complex enquires passed from team members, with access to team leaders for assistance.

16. To participate in training programmes when required to take calls for new Services as and when they join the Contact Centre.

17. To understand all theory and Legislation required for handling "High Volume" and "Complex" services. Using own initiative. With a minimum of 6 months experience,

18. To undertake such other duties and responsibilities of an equivalent nature as may be determined from time to time by the Service Head (or nominated representative) in consultation with the postholder (and if he/she so wishes, with his/her Trade Union representative).

Secondary Duties

1 To participate in Council programmes of in-service training as a trainee and when required as a trainer facilitator.

2 To undertake such other duties and responsibilities of an equivalent nature as may be determined from time to time by the Service Head (or nominated representative) in consultation with the postholder (and if he/she so wishes, with his/her Trade Union representative).

Job Description prepared by Asam Jan Date 12/10/2021

Agreed by Postholder _____ Date _____

Supervisor _____ Date _____

_____ _____

Service Director _____ Date _____

Rochdale Borough Council
Person Specification

Service :	**Public Health and Communities**	**Post:**	**Customer Service Advisor**
Section :	**Contact Centre**	**Post Number :**	**CUCACC010422**
Job Ref:		**Grade:**	**3**

Note to Applicants:
The *Essential Criteria* are the qualifications, experience, skills or knowledge you MUST SHOW YOU HAVE to be considered for the job.
The *How Identified* column shows how the Council will obtain the necessary information about you.
If the *How Identified* column says the **Application Form** next to an *Essential Criteria* you MUST include in your application enough information to show **how** you meet this criteria. You should include examples from your paid or voluntary work.
The Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects staff to share this commitment.

	Criteria	Essential (E) or Desirable (D)	How Identified: AF Application Form I Interview A Assessment
(a)	**Qualifications and Experience**		
	External candidates please confirm you are a Rochdale resident who lives within the municipal boundaries of Borough of Rochdale i.e where the household pays council tax to Rochdale Council	E	AF, evidence of address at interview
	Good literacy and numeric skills	E	AF, I
	Excellent communicator with experience in developing good working relationships with other team members, senior managers, third party suppliers and customers	E	AF, I
	Experience of working with basic IT applications including MS word, and excel.	E	AF, I
	Experience of working in a customer focused environment, either face to face or on the telephone	E	AF, I
(c)	**Skills and Knowledge**		
	Able to work under pressure, review and re-prioritise your workload to meet shifting deadlines	E	Interview
	Ability to exercise sound judgement and decision making to ensure delivery of outcomes	E	Interview
	Understanding of the cultural and social needs of different sections of the local community	E	Interview
	Capability to input and extract information from manual and computerised information sources	E	Interview
(d)	**Values and Behaviours**		
13	Approach the job at all times using the values set out below: • Proud of the difference we make • Passionate about the diversities of the Borough • Pioneering and Open in our Approach Please confirm you are willing to adhere to these values and behaviours.	E	Interview