Salford City Council

Role profile

Customer Services Inspector

Service	Reporting to	Location	Grade
Service Reform	Team Leader / Manager	Civic / Localities	2C

About the role

- To carry out all inspections relating to Council Tax, Business Rates in respect of Commercial and Domestic properties and report on findings
- To investigate claims, tenancy and occupancy related enquiries determining whether they are valid
- To carry out background research and gather information as part of an inspection
- To provide information and advice to customers in line with an integrated place-based approach
- Required to attend valuation tribunal appeal hearings/court hearings as a witness and whenever required to do so
- To promote and support customers to access services in line with the customer strategy, delivering a digital first approach
- To have a knowledge and understanding of Salford's demographics using customer insight to deliver services across the city
- To understand and apply relevant council policies and procedures
- To provide guidance on statutory legislation in response to customer enquiries
- To ensure compliance with statutory legislation and regulations and keep up to date with any changes
- To have the written and digital skills to write reports and record accurate information on systems in line with GDPR
- To use communication skills to de-escalate situations and find solutions to resolve enquires at the first point of contact
- To be efficient across a number of ICT systems in order to deliver services
- To be adaptable and support change programmes to improve service delivery
- To provide flexibility in how we deliver a range of services
- To work alongside partners to deliver the best possible outcomes for our customers
- To work as part of a team to build towards an excellent employee experience and working environment
- To support colleagues by sharing good practice, skills and knowledge.

Key outcomes

- To develop and improve our communication channels with our customers through social media channels
- To understand customer segmentation to target and support the diverse population of Salford
- To ensure customers receive an excellent customer service experience
- To adopt a placed based approach with customers through interactions and interventions
- To work with internal and external departments in order to maximise the collection of Council Tax and Business Rates
- To promote and encourage a digital first approach to our residents to deliver a quicker, easier and better service
- To utilise technology to support the service delivery across the city
- To deliver a case management approach to delivering services end to end when appropriate
- To engage with customers in a proactive manner to offer support at the earliest opportunity

What we need from you

- A desire to deliver an excellent customer service experience to all customers in Salford
- To have a flexible approach to deliver the best outcome for our customers
- High standards - setting challenging goals that are focused on outcomes, not activities; not accepting mediocrity
- Able to take a ‘whole system’ approach, looking for every opportunity to solve problems and improve
- Being a ‘smart worker’; carrying out your role in the most efficient and effective way
- Able to work in a team to achieve Salford Council's priorities
- Systems knowledge: Excellent Microsoft Office skills (Word, Excel and Outlook). Experience of using Public Sector systems
- Up to date knowledge of legislation and policies
- Able to recognise and value the strengths of people, taking a strengths-based approach to make the most of opportunities
- Demonstrate respect and caring for others, treating everyone fairly; listening and acting on the things people say
- Able to build strong collaborative relationships to find creative ways to make services more sustainable and flexible
- Live by our values and use them to guide you in how you do your job; being able to hold others accountable for demonstrating our values by taking a tough stand and challenging behaviours
- Be open to learning and sharing your knowledge and skills with others; providing coaching and support to others to help them achieve their objectives and potential

What we can offer you

Your ongoing professional development and success in your role is important to us, and that is why we provide a variety of learning and development opportunities. Within the sections below you will find development options tailored to you which will enable you to further develop your existing skills and learn new ones at a pace that suits you best. If you are joining us now, your development will form part of ongoing discussions with your manager. If you are an existing employee, you should use your Personal Development Reviews to discuss your development with your manager and create your development journey. It's important you also take full advantage of any informal learning available to you during the course of your work.

Online learning
Develop your knowledge across a wide range of areas through our Me-Learning platform, with over 200 free courses to choose from. To have the best possible start and comply with current legislation, you must complete the following modules: Welcome to Salford, Health and Safety in the Office, GDPR, Equality Essentials, and Safeguarding Children and Adults. You may also benefit from a variety of courses in categories such as Business Skills, IT and Project Management which are available to learn at your own convenience and pace.

Professional Development
Gain role specific skills and time to learn through a wide range of development opportunities. Learn whilst working and get support towards your qualification through an apprenticeship standard. Access professional development ranging from entry level to master's type qualifications, including achieving a role appropriate qualification. Details can be found on the Institute of apprenticeships website.

Tailored Development

A digital organisation

Developing your digital skills
Our ambition is to provide our workforce with the right level of digital capabilities needed to be successful. Whatever your current digital abilities are, we can provide development ranging from essential workplace skills to specialist workplace skills. These will be delivered through our Digital Skills Academy using both self-directed and guided learning opportunities to enable you to develop. Additionally, you can access free online courses through the iDea website.

Sharing your digital skills
Our goal is to support you to share your digital knowledge with other people. Our Digital Eagles programme has been designed to cover basic digital skills and build your confidence to assist others. By the end of this programme you will join hundreds of staff members who already are digital eagles, and be able to help colleagues, customers, residents, or people in your personal life with all things digital.

Our vision and priorities

Our vision

The council has a vision is to create **'A fairer, greener and healthier Salford'.** To help us achieve this vision we have identified some key priorities to tackle the problems people in Salford are currently facing, the Great Eight.

Salford is beginning a journey of economic transformation, with the mapping out of the city's economic future through key pieces of city council work. We're calling this The Salford Way.



Our organisation's values

We have four values: Pride, Passion, People, Personal responsibility.

Our four values are central to the way we communicate about the council and the way in which we behave with colleagues, customers, and partners - so that we live and breathe our values each day.



Application guidance

We are a values-based organisation so reflecting our values or a values-based approach in your evidence will support your application.

The different sections of this role profile are there to give you an understanding of the purpose of the role. The 'what we need from you' section outlines the minimum criteria you will need to meet within your application.

Role details

Completed by:

Date:

Job code:

Job score:

Date of evaluation: