

Role Profile

Role:	Business Support Officer - DriveSafe
Directorate:	Highways
Salary Band:	Band 4
Post reference:	HW15
Job Evaluation Date:	05.08.2014
Role statement of purpose:	To be the first point of contact for all DriveSafe customer and stakeholder enquiries, ensuring an excellent customer service is provided during every customer contact in accordance with the National Driver Offender Retraining Scheme (NDORS).
Reports to:	DriveSafe Team Leader

	Key Role Outputs(KROs) <i>these set out what must be achieved for the post holder to be successful in the role</i>	Key Actions <i>These set out how the KROs will be achieved – the activities required.</i>
1.	Effective use of a variety of contact channels in handling DriveSafe customer enquiries	• Handle customer enquiries via phone, email, letter and any other contact channels used by TfGM • Use the most effective and appropriate contact channels available in responding to customers and stakeholders • Ensure, where required, necessary sign off is received for external communications • Ensure compliance with the provisions of the General Data Protection Regulations with respect to the handling of police and personal data held for NDIS course purposes
2.	Process DriveSafe client referrals from Police Forces	• Effectively and accurately process client referrals for Police Forces, maintaining client confidentiality in respect of data shared • Ensure all written and electronic correspondence from clients, Police Forces and other Scheme Providers is accurately scanned and stored electronically • Answer client applications received by post, telephone and by electronic means and to process these applications using the Scheme database, ensuring clients attend courses within a strict timescale • Process course payments received by post,

		telephone and by electronic means and to process these payments securely and accurately using the Scheme database, ensuring clients pay the agreed course fees within set timescales by pursuing overdue payments when required • Ensure all training undertaken by clients is accurately recorded and within strict Service Level Agreement procedures and client registers are accurately electronically filed • Ensure any authorised refunds are processed accurately • Manage fluctuations in workload to ensure clients are booked onto courses within the prescribed timescale • Notify the DriveSafe Manager of any suspicious activity with regard to clients who may be misrepresenting an offender or who may be suspected of driving illegally
3.	Handle and resolve all customer and stakeholder queries and problems, received via telephone or in writing, immediately where possible	• Answer all incoming queries, course re-arrange requests, concerns and problems received via telephone or in writing, including but not limited to clients, Police, Trainers, venues, suppliers and other stakeholder enquiries • Resolve verbal or written general enquiries received utilising detailed knowledge base of the NDORS • Organise clients' special needs and requirements making arrangements as required, such as interpreters, signers, disability access, specially adapted vehicles, ensuring all Equality and Diversity legislation is followed • Deal with all clients in a positive and helpful manner even where the client is unhappy, dissatisfied or abusive • Where necessary, transfer customers or stakeholders to appropriate internal colleagues to respond to their enquiry or to escalate any complaint • Accurately advise clients, on behalf of the Police, of the legal alternatives to the Conditional Offer of Fixed Penalty or Court Summons in regard to NDORS courses available, by promoting the advantages of attending a course • Utilise system based resources in answering queries • Liaise with Police Forces and other NDORS service providers across the country to seek permission to extend client expiry dates if required

		• Maintain an up to date understanding of DriveSafe & NDORS policies, procedures and systems relating to police requirements, client expiry date timescales, venue locations and facilities, course fees and rearrange fees in order to provide the customer or stakeholder with an immediate response wherever possible • Develop and maintain a good understanding of technical and specialised data/information relating to DriveSafe and NDORS policies and procedures across the country, which can then be applied via customer interaction. This includes information such as: ○ offence eligibility criteria, course types and procedures in relation to client referrals from different police forces ○ course prices, service providers and locations across the UK ○ procedural information with regard to the NDORS police national database
4.	Logging customer and stakeholder enquiries	• Ensure appropriate database systems are updated to record enquiries and progress against specific client records • Be fully conversant with all appropriate computer systems required to deliver a prompt and accurate service • Record relevant details of all telephone conversations on the appropriate computer system with the aim of ensuring that a complete picture of a customer's contact is available
5.	DriveSafe service delivery	• Ensure course venue conference facilities are correctly booked for the appropriate course types liaising with venue management to accommodate fluctuations in course numbers • Raise purchase orders using internal finance system for goods and services required for course provision including venues, Trainers, course resources, interpreters and other suppliers • Receipt purchase orders using internal finance system as approved by Scheme Manager • Liaise with venue staff to book any special equipment required by clients such as hearing loops, specialist chairs or other special needs • Organise and book self-employed Trainers using the online booking system to ensure all courses are correctly staffed and arrange cover in the event of short-notice Trainer cancellations • Accurately process Trainer payments to ensure

		Trainers are paid promptly • Process Trainer administrative tasks such as annual document checks, monitoring schedules and electronic filing of monitoring reports • Maintain a course resource stock list ensuring resources are replenished in a timely manner • Assist in ordering course resources and liaise with various suppliers as appropriate
6.	Provide an outstanding level of customer service	• Ensure that the impact on the client is considered as the priority in all decision making • Adopt a positive, courteous and customer focused attitude in all interaction with clients, ensuring that as a representative of TfGM you present a positive impression to all customers and stakeholders • Take personal responsibility for resolving customer and stakeholders issues where possible, or for passing to the appropriate colleague where necessary • Demonstrate customer friendly, appropriate communication styles over email, telephone, letter and all other contact channels, considering both content and tone of all communication • Demonstrate an understanding of TfGM's customers and stakeholders and their requirements and priorities, and handle queries and requests in accordance with these • Adapt communication style in order to assist customers in line with their needs • Challenge practices, processes or behaviours which are not customer focussed and continuously consider opportunities for improvements which will positively impact TfGM's customer and stakeholders experience
Compulsory Outputs (COs) <i>these set out what must be achieved for the post holder to be successful in the role</i>		Key Actions <i>These set out how the COs will be achieved – the activities required.</i>
C1	Ensure you comply with all applicable organisational legislation and policy:	• Data Protection Act • General Data Protection Regulations • TfGM Safety Management System (In particular section SMS 201 Roles and Responsibilities) • Dignity at Work policy; • Information assurance and security in line with Cabinet Office requirements; • Risk management • TfGM policies and procedures • Equality and diversity legislation

		• TfGM Vision & Values • Act in accordance with TfGM behaviors and competencies • NDORS policies, procedures and guidance
C2	On-call and Call-Out Working	To work on the on-call and call-out rota

Key Interdependencies

Key Contacts	• DriveSafe Driver Improvement Manager • DriveSafe Team Leader • Safer Roads GM Partnership • Police Forces • National Driver Offender Retraining Scheme (NDORS) • DriveSafe Trainers • DriveSafe Clients • National Association of Driver Intervention Providers • IS Strategy & Systems • Directors and Senior Managers • Project Managers • Human Resources Business Partner				
Direct reports	N/A				
Budgetary responsibility	N/A				
Location	Manchester City Centre				
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Created					
By: Lee Davies	Role profile update exercise 7 May 2013	Lee Davies updated August 2014	Lee Davies updated August 2015	Oliver Mayson updated 8 June 2018	Lee Davies updated 7 March 2019 Updated: 02 December 2020

Business Support Officer <i>(Knowledge, skills and experience required at selection stage)</i>	
E	Essential Experience:
E1	Experience of dealing with clients or stakeholders by telephone with the ability to relay information clearly and concisely, delivering excellent customer service in all interactions
E2	Experience of handling difficult customer or stakeholder interactions and reaching a positive conclusion including calls that may be complex or distressing in nature
E3	Excellent written skills with the ability to compose letters, emails and other correspondence using customer focussed language and tone
E4	Experience of working within an organisations policies and procedures
E5	Experienced user of Microsoft Office and knowledge of online digital conferencing platforms (e.g. Zoom) with the ability to offer technical support to our clients and Trainers
E6	Strong keying skills and the ability to input information accurately into database systems
E7	Knowledge of the Data Protection Act and General Data Protection Regulations (GDPR)
E8	An understanding of accessibility issues faced by customers and stakeholders (for example language, disabilities) and the ability to adopt appropriate communication methods to ensure a positive customer experience
D	Desirable experience:
D1	Experience of working with computer-based booking systems and spreadsheets
D2	The capability to analyse problems and provide innovative solutions
D3	The ability to follow methods of procedures in verbal, written and online form
D4	The ability to make quick and effective decisions within an agreed service framework
D5	The ability to work to and constantly achieve deadlines, whilst producing accurate results
D6	Experience of handling confidential and sensitive information
EQ	Essential Qualifications – Technical, Vocational or educational:
EQ1	Educated to GCSE level (or equivalent)
DQ	Desirable Qualifications – Technical, Vocational or educational:
DQ1	A customer service qualification such as NVQ
EA	Essential Attributes:
EA1	Able to demonstrate a passion for customer service with the ability to see things from the customer point of view and with patience and empathy
EA2	Take personal responsibility for resolving issues and actions arising by suggesting solutions, or for passing to appropriate person
EA3	Ability to work effectively as part of a team, contributing to team objectives and supporting colleagues to deliver an effective service
EA4	Proactive and solutions focused, highlights issues and suggests solutions
EA5	Self-motivation and personal drive to complete tasks to required timescales and quality standards
EA6	The flexibility to adapt to changing workload demands and new organisational challenges, and to keep abreast of latest developments within the service
EA7	Personal commitment to continuous self-development