

Your job

Job Title: Customer Services Advisor – Community Adult Front Door

Service: Early Intervention

Grade: G5

Reporting to: Assistant Business Partner

You will be part of a multi-disciplinary team within Adult Social Care, you will be responsible for dealing with and responding to a range of enquires via phone but also via other routes such as e-mail and a variety of web contacts, including webchat.

You will provide a frontline service answering incoming calls that may be from vulnerable individuals or be of a sensitive nature. You will capture information on various computer systems, give advice and guidance within specific legislation and assess customer and household eligibility to Social Care Services.

Using skills such as active listening, effective questioning, and efficient decision-making skills you will successfully de-escalate potential complaints. You will also effectively promote the use and benefits of online services to all our customers. You will embrace and effectively engage our residents in an asset-based conversation that seeks to understand the knowledge, skills, and talents, needs and aspirations of our residents and ensure they are signposted to the relevant support access routes that could improve their health and wellbeing.

You may also be required to deal with emergency situations linked to Adults and Children's Social Care during our extended hour's service.

Shift patterns vary, Monday to Friday, between 8:00am and 20:00pm. Saturday working may be required on a rota basis, with equivalent time worked allocated as time off Monday to Friday. Saturday working patterns are between 8.45am and 1:00pm.

Mandatory Statement

The Council is committed to complying with European General Data Protection regulations (GDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection regulations.

Wigan Council is an active, strong, and committed corporate parent. As a priority, all employees have a responsibility towards the children we look after and care leavers, not just those employed by the Children's Directorate.

In this job you will:

In the next 12 months, you will:

- Work within the community adult front door team, wrapping a specialist, dedicated multi-disciplinary team around your skills and knowledge to help meet the growing demand for adult social care services.
- Provide a comprehensive, effective resolution for customers, at the first point of contact for telephony, online and digital enquiries in accordance with agreed performance criteria.
- Take ownership of enquires, including difficult or sensitive enquires and resolve them effectively whilst considering minimal risk to the council.
- Working together with a wider team to access professional advice and guidance and to be confident to refer to the right service at first contact, focussing on Early Intervention and Technology to support independence, wellbeing, and prevention.
- Develop and communicate professional responses to customer enquiries via the appropriate channel such as over the telephone, webchat, or any other relevant digital communication method.
- Accurately log and complete complex transaction for all customer enquiries via the relevant council system(s) within agreed timescales, policies, strategies, and procedures, statutory legislation, and relevant regulations within the required service areas
- Liaise and communicate effectively with relevant partner organisations and colleagues in Health and Social Care ensuring opportunities for joint partnership working are maximised and

maintained to support our customers health and wellbeing, whilst accurately and thoroughly capturing customer information from an asset based conversational approach that creates and allows you to provide a smooth transition to the relevant Early Intervention and Preventions service or Adult Social Care Assessment of need for our customers.

- Identify and take opportunities to undertake an asset-based conversation so you can effectively signpost customers to the relevant access points that support their health and wellbeing and offer a joined-up service that reduces the need for the customer to make repeated contacted for the same issue or problem.

On an ongoing basis you will:

- Develop customer relationships to encourage and promote the use of online services as the first access channel for customers to contact us.
- Deliver high levels of customer care that continuously meet or aim to exceed 97% customer satisfaction rate.
- Actively participate in changes to systems and processes to enhance the overall customer services offer and experience.
- Identify and recommend areas were changing a system or a process might bring about an improvement for the organisation or the customer, as and when appropriate.
- Be responsible for and take accountability for the organisation of your own workload to ensure any deadlines are met and the quantity and quality of work is line with set performance criteria.
- Undertake any training required to work effectively in the Customer Services Advisor role.
- Work across Adult Social Care to provide the service at any location in line with business needs.
- Ensure strict compliance with General Data Protection Regulations, The Data Protection Act and confidentiality with the collection, use and storage of personal data at all times.
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules

In this job you will need:

You must be able to demonstrate the following essential requirements:

- 5 GCSE's Grade C or above to include Maths and English or equivalent qualifications, or an equivalent level of experience.
- Experience of working directly with the wider public.
- The ability to work as part of a team and support team members as well as the ability to work on own initiative.
- Excellent organisation skills
- Effective verbal and written communication skills
- The ability to manage your own workload.
- The ability to operate IT systems and effectively input and extract data.
- The ability to identify problems and provide effective solutions.
- The ability to work effectively in a fast-paced environment and meet agreed targets.
- The ability to adopt a self-reflective approach to aid continuous professional and personal development.

Our Culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **TeamWigan** behaviours.

Be Positive	“ Take pride in all that you do and support and develop yourself and others. ”
Be Accountable	“ Be responsible for making things better, enabling change and supporting improvement. ”
Be Courageous	“ Be open to doing things differently and working collaboratively with others. ”
Be Kind	“ Be helpful, generous and thoughtful towards yourself and others. ”