

“To secure the Economic, Social and Environmental Wellbeing of the Vale”

Customer Support and Administration (job family)

level 3 model

Tier: 1

Grade: CS3

The main focus of this job family is the provision of general support services to customers both internally and externally

Role Purpose and Commercial Focus	Knowledge, Skills & Experience
<p>Roles at this level in this job family support customers or colleagues through the provision of advanced customer support and transactional services. This includes providing administrative services, processes and/or providing procedural advice and guidance. Jobholders will need to have a thorough knowledge of relevant procedures and processes and how to use relevant documentation, equipment and software packages. Jobholders will need an awareness of how their service supports the commercial activity of the council and the importance of maximising the use of customer information. They will be required to understand strategic objectives and vision and to work towards these goals. Jobholders have a responsibility to identify ways to continually develop and improve the customer experience for all ADVC clients. New commercial opportunities identified through contact with customers, will be actively pursued, and jobholders will proactively market the benefits of digital and self-service channels to all customers and demonstrate and coach them in their use. In addition they will be required to work collaboratively with colleagues to improve customer service e.g. highlight opportunities for empowering customers further, lead multi functional project teams. Direction of team members may be required (either direct supervision or within a multi-professional team)</p>	<ul style="list-style-type: none"> ▪ The jobholder will need a very good understanding of complex techniques and procedures for specialised systems, including the use of equipment and software. ▪ Knowledge and understanding is usually gained through formal or job based training, or through significant experience in other roles where knowledge and skills are transferable. ▪ Formal training/qualifications (typically Level ¾ or equivalent) may be applicable, including literacy, numeracy and IT skills ▪ Skills in this area need to be biased towards providing excellent customer support often in challenging situations with minimal supervision
Organising and Forward Focus	Communicating & Influencing
<ul style="list-style-type: none"> ▪ The work involves activities and tasks that are specific in nature and objectives. ▪ The work involves record keeping and processing of technical and customer information ▪ There is a requirement for forward planning – the normal focus is on weeks and months ahead but there is a contribution to longer term development. ▪ The jobholder is required to plan and organise their own workload to ensure deadlines and priorities are achieved. ▪ The jobholder may supervise other employees including organising work schedules, controlling delegated resources and managing performance in order to achieve specific short term results. 	<ul style="list-style-type: none"> ▪ Communicating and influencing skills may be required to assign work, monitor and review the work of others. ▪ Very good verbal and written communication. ▪ Effective communication with internal and external customers is a key requirement of the role ▪ There may be occasions where the jobholder is required to resolve issues with colleagues or members of the public. ▪ Communication is generally more than the straightforward exchange of facts/information. ▪ Ability to challenge poor performance and behaviour. ▪ Ability to give regular and consistent feedback to colleagues on performance supporting individuals in the application of any learning.
Scope of Role	
<ul style="list-style-type: none"> ▪ Detailed action is not defined – only the approach through detailed procedures or precedents. ▪ Latitude to solve problems is used to decide between following procedures or precedent. ▪ There will be a wider range of problems where the jobholder will need to establish the nature of the problem and decide on the best course of action from a range of alternatives. ▪ Ideas for innovative solutions will be actively pursued. ▪ Proactively manage and resolve customer issues through a range of channels. ▪ The role is not closely supervised by a manager. 	<ul style="list-style-type: none"> ▪ The jobholder provides a support service of an interpretative or advisory nature or through facilitating services for use by others within a commercial environment. ▪ The role has a wide variety of activities with clear short term objectives. ▪ The role requires a “one council” approach to cost effective and commercial service delivery. ▪ Jobholders will determine their own priorities and are permitted to deviate from established procedures as long as end results meet standards required.

Role Profile templates are subject to change in order to meet business requirements.



Job Title	Chief Executive Office PA	Tier: 1	Grade: CS3
Reports To	Chief Executive Office Manager		

Responsibilities

To provide wide ranging, politically sensitive and confidential administrative support as part of the Office of the Chief Executive. This may include a number of the following:

- Managing diaries, organising meetings with councillors, employees and external clients
- Managing internal administrative systems on behalf of senior management team (eg Bodet, I-Trent)
- Developing and operating support systems to facilitate the activities of the Leader, Cabinet members and senior managers
- Screening and prioritising enquiries from customers, residents, staff, and high profile external organisations in a sensitive and politically savvy manner
- Ensuring all responses are actioned in an appropriate and timely manner – including gaining the correct level of input from other officers across the council
- Providing a full PA suite of activity to support senior leaders of the organisation in delivering the Council's vision efficiently
- Processing corporate complaints and MP letters liaising with Senior Officers and staff at all levels to ensure the correct procedure is followed.
- As part of the Chief Exec office, play an active role in the organisation of the annual Remembrance service and biennial Civic Service and fundraising endeavour to an agreed annual plan.
- Deputise for the Chief Executive Office Manager where required.

Autonomy

- The Council has a set of defined principles, policies and procedures and the jobholder will work within this policy/procedural framework under the general direction of their supervisor.
- The jobholder will have some latitude to deviate from established procedures and practices in order to deliver a commercial, customer focused service. They will be expected to organise their own workload around customer needs and commercial priorities.
- Jobholders will also be expected to suggest improvements to working methods and spot opportunities for commercial or service development and actively pursue these.

Role Specific Skills/Knowledge

- Demonstrable experience of complex diary management of a number of senior members/officers
- Significant and demonstrable experience of working in a politically sensitive environment
- Experience of working with a wide range of internal and external customers
- Desirable experience of organising events with an array of partners

Corporate Expectations

- Ensure that the work and role focus supports AVDC's vision for the Vale and its commercial strategy, by delivering cost effective solutions, profitable products and services, with the customer at the heart.
- Act in a commercially minded way in accordance with the council's behavioural framework and encourage colleagues to behave in this way, challenging inappropriate behaviour where applicable.
- Comply with the council's policies, procedures and Governance frameworks including those relating to Customer Care, Financial Management, Equality and Diversity, Safeguarding, Information Security, Resilience, Health and Safety.
- Seek to meet the individual needs of customers and other staff and not to treat anyone less favourably on the grounds of race, age, disability, sex, gender reassignment, sexual orientation, pregnancy/maternity, religion or belief marriage and civil partnership

Specific Responsibilities

Staff	No direct reports but supervisory responsibility of up to 4 staff members
Financial	Day to day management over c£50k annual budget

Role Specific Requirements

Hours	37 hours per week – flexitime applicable
Working practices	Office based
Specific conditions	None
Uniform/PPE etc	None
DBS checks	None
Safeguarding level	n/a
Date prepared	January 2016

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