

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

**Customer Support and Administration (job family)**

**level 2 model**

**Tier: 1**

**Grade: CS2**

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**

Roles at this level in this job family support customers or colleagues through the provision of customer sales and support services. They will work as part of a multi-skilled case management or administration team to deliver a range of significant council processes efficiently and effectively, providing a fast, high quality and continuously improving service for customers or colleagues. This will include providing administrative processes and factual/procedural guidance. Jobholders will be customer-focused in delivering services in a commercially minded way. Jobholders will need to have a thorough understanding of relevant procedures and processes and how to use relevant documentation, equipment and software packages. Jobholders will need an awareness of how their services supports the commercial activity of the council including the importance of maximising the use of customer information. They will be required to work collaboratively with colleagues to improve customer service e.g. undertake customer surveys, highlight opportunities for empowering customers further, participate in multi departmental project teams. In addition they will proactively market the benefits of digital and self-service channels to all customers and demonstrate and coach them in their use, as well as identifying and pursuing commercial opportunities, if applicable.

**Knowledge, Skills & Experience**

- The jobholder will need a 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 experience in other roles where knowledge and skills are transferable.
- Formal training/qualifications (typically Level 2/3 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

**Organising and Forward Focus**

- 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 days and weeks ahead and the jobholder is required to organise their own workload.
- The jobholder may supervise other employees including organising work schedules, controlling delegated resources in order to achieve specific short term results.

**Communicating & Influencing**

- Communicating and influencing skills may be required to assign work, monitor and review the work of others.
- A good standard of 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

**Scope of role**

- 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.
- Generally, problems will be similar and will have been experienced before with solutions readily available. The jobholder has to decide the most appropriate solution for the problem based on work experience.
- Ideas for innovative solutions will be actively pursued.
- Proactively manage and resolve customer issues through a range of channels
- Roles at this level will be closely supervised or subject to well defined practices, procedures and arrangements.

- The jobholder supports the delivery of a commercial service and is accountable for operational end results.
- The role has a wider variety of tasks, where end results are clearly understood.
- The role requires a “one council” approach to cost effective and commercial service delivery
- Jobholders may be able to vary the order of tasks to meet demands but cannot deviate from the standard procedures.



<b>Job Title</b>	Customer Support Officer	Tier: 1	Grade: CS2
<b>Reports To</b>	Customer Relationship Supervisor		

## Responsibilities

*[Describe the main focus of the role – Aim for 1-2 paragraphs]*

The responsibility of the job holder is to be the first point of contact for the Customer Relationship services that AVDC provides to its customers. These contacts include but are not limited to: Council Tax transactions, Benefits assessments, provision of general housing advice, processing applications for taxi licenses, validation of householder planning applications. This contact can be either phone, email, MyAccount, website, webchat or in person at the Customer Services Centre. The jobholder will respond to the customer by the most cost effective and customer focused way. The job holder may need to explain decisions taken by other colleagues.

The jobholder will also process transactions on the various databases that arise from information the customers provides, or depending on the complexity, refer the information to a caseworker. The jobholder will cross-reference the information provided to prevent fraud and error entering the databases.

## Autonomy

- The Council has a set of defined principles, policies and procedures and the jobholder will work within this policy/procedural framework under the direction of their supervisor.
- The jobholder will have little scope to deviate from established procedures but will be expected to organise their own workload to provide a customer orientated commercial service.
- 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

- *[only include skills and knowledge not covered by the generic role outline]*
- None
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## 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	None
Financial	None

## Role Specific Requirements

Hours	37 (suitable for part time / job share)
Working practices	Flexi
Specific conditions	None
Uniform/PPE etc.	None
DBS checks	Yes
Safeguarding level	??
Date prepared	16/01/17

*Note: none of the descriptions contained in this Role Profile should be considered to amount to an exhaustive list of duties and are subject to change to meet the needs of the business.*