

JOB DESCRIPTION



Service Area - Customer Services Advisor (Telephony/Planning/Reception)

Manager/Team Leader - Customer Service Team Leader

Direct Reports – N/A

Purpose of the Role

A member of the team that accurately and efficiently administers a customer focused front-line service on behalf of multiple departments at various locations throughout the district. To comply with statutory legislation, policies and procedures whilst providing a high quality service across all access channels. To be at the forefront of delivering the highest standards and reputation of the council.

Key result areas

1. To respond and resolve enquiries via telephone, face-to-face, web-chat, email and in writing, in relation to matters affecting all council services areas. This includes Benefits, Revenues and Non-Domestic (Business) Rates, Planning and Building Control, Environmental Health and Licensing, Property Services and Leisure, Electoral and Democratic Services.
2. To manage customer enquiries using a working knowledge of multiple services and systems to record customer notifications of complaints within the district. To organise our response and rectification of issues that include, but are not limited to, reports of lost/found dogs, illegal fly-tipping, refuse collection, dog fouling, housing conditions and abandoned vehicles. To be accountable for providing an explanation to the customer with a clear understanding of process and expectations of resolution.
3. To assess new applications for licences, electoral registration, planning permission and building regulations by determining evidence requirements for processing and deciding what additional proof is necessary. To validate proofs and agree deadlines with the customer.
4. To maintain a technical working knowledge of legislation, case law, working practices and policies in respect of Electoral Services, Planning and Building Control, Environmental Health and Licensing, Council Tax and Non-Domestic (Business) Rates, and Housing Benefits. To assist with the submission of new Planning, Licensing and Building Control applications.
5. To have an awareness of the political nature of the council and members. To ensure your actions are responsible and reflect the highest possible standards and reputation of the council.
6. To work with a minimum level of supervision.

7. Using own initiative and judgement to review land constraints and new planning applications for validation at the point of submission. To use working knowledge of Permitted Development and Building Control regulations to advise customers on necessity of new applications and set response expectations. To promote and understand the Development Core Strategy and planning policies of the council.
8. To use negotiation and diplomacy skills to resolve complex enquiries whilst applying technical working knowledge of relevant legislation, case law and working practices and policies and to take follow up action where necessary. This includes permitted development, waste offences, nuisance complaints and conservation areas. A minimum level of guidance should be required.
9. To manage customer enquiries across multiple departments using a wide ranging knowledge of council services. To investigate all possible options and outcomes whilst retaining ownership of the enquiry to resolution. This may involve referring the enquiry to external agencies and organisations e.g. Step Change, Citizens Advice Bureau, Age UK, Social Services and contractors.
10. To ensure the cross-referencing of household property information between all relevant services to identify potential inaccuracies and maximise revenues e.g. new trade waste contracts, unidentified Non-Domestic (Business) Rates properties, unregistered commercial food premises, unlicensed persons and premises, incorrect street names and numbering and unauthorised planning developments.
11. Accurately maintain and update customer accounts (including financial data), using a workflow system. To take responsibility for resolving enquiries, prioritising tasks, decision making and ensuring there is a comprehensive audit trail with a minimum level of supervision. To avoid unnecessary delays and maximise customer satisfaction.
12. To maintain accurate account reconciliation by ensuring payments received are allocated to the correct service department and are posted to the correct accounts, financial year, that credits are refunded and that instalments balance where applicable.
13. To provide excellent customer service, promoting equality and diversity, treating customers professionally, sensitively and with empathy. To ensure the safeguarding of at risk individuals, this will often involve unanticipated cases of mental health, severe vulnerability, financial difficulties, domestic violence and customers of an abusive nature. To use best judgement on making referrals to the Health and Wellbeing team.
14. To adapt language and approach in order to relay complex information, legislation and potentially contentious decisions to a wide range of customers and to proactively manage customer expectations.
15. To be accurate, empathetic and solution focused with an attention to detail and to deliver a consistently high level of customer care. To have and maintain exceptional interpersonal communication skills to ensure a high service standard in all interactions and to lead by example.
16. To use creative and innovative thinking on how we best serve our customers to promote digital transformation and recommend improvements to our service. Using critical thinking to ensure processes and our best practices are efficient and cost effective. To strive for customer service excellence at all times.

17. To be adaptable to change and new council initiatives which generate additional customer transactions. To be at the forefront of change by promptly learning new procedures and system functionality and delivering continuous high standards of customer care.
18. To achieve personal and service performance targets by using best judgment and flexibility whilst being proactive in meeting customer demands on all access channels. To understand the importance of these targets and how individual appraisal objectives impact the overall corporate plan.
19. To use initiative and proactively address training requirements in line with changes in working practices, case law and legislation. Using a working knowledge take a lead role in coaching and mentoring colleagues and new staff.
20. To promote a customer focused culture in all your endeavours, to be an effective team member working together communicating the council's core values to all your internal and external customers.
21. To advise, develop, build and maintain positive and effective working relationships with a variety of internal and external stakeholders including, Department of Work and Pensions, Housing Associations, private landlords/letting agents, employers, solicitors and third party agents and contractors.
22. To provide further assistance with complex enquiries to Electoral Services and councillors, Benefits and Housing, Property and Leisure Services, Planning and Building Control, Environmental Health and Licensing.
23. To support the Customer Services Team Leader with inter departmental projects such as Digital Transformation Workshops and with software testing / changes to procedures.
24. To adhere to all financial confidentiality and security checks when completing transactions and maintain accurate records. Ensure compliance with the provisions of the GDPR Act 2018, including that confidential information is not shared without appropriate consent.
25. To take responsibility for your own Health and Safety at work and that of other persons who may be affected by your actions.
26. To administer Skyguard devices in line with the working policies and be the first point of contact for emergency requests for assistance.
27. To assist the Customer Services Team Leader/Manager with work required within the confines of the existing grading and post.

PERSON SPECIFICATION



**NORTH
NORFOLK
DISTRICT
COUNCIL**

Customer Service Advisor – Telephony/Planning/Reception				
		Essential	Desirable	How Identified
Experience/ Knowledge	Demonstrate experience of working in a customer service related role.	✓		Application form/Interview
	Experience of applying product knowledge to answer and process customer requests accurately and according to priority.	✓		Application form / Interview
	Demonstrate experience of referring to regulatory and statutory procedures.	✓		Application form/ Interview
	Experience of dealing with vulnerable and difficult customers, explaining complicated information face-to-face, on the telephone and in writing.	✓		Application form/Interview
	Demonstrate knowledge and experience of processing and retrieving data.	✓		Application form / Interview
	Demonstrate understanding of data protection, confidentiality regulations and equality and diversity.	✓		Application form/ Interview
	Experience of maintaining and updating computer records providing audit trails and supporting evidence.	✓		Application form/Interview
Qualifications	At least 5 GCSE or equivalent at grade C or 4, including English and maths	✓		Application form
	NVQ in Customer Services or equivalent.		✓	Application form

		Essential	Desirable	How Identified
Skills	Ability to communicate and deliver information, both written and verbal, in a customer friendly and confident manner with different customer types.	✓		Test/Interview
	Demonstrate the ability to analyse and interpret customer information in order to give correct advice.	✓		Application form/Interview
	Be able to clearly communicate complex matters to a customer or third party face-to-face, over the phone and in writing.	✓		Application form/Interview
	Negotiation and diplomacy skills whilst giving consideration to the best interest of the customer and the council.	✓		Application form/Interview
	Able to assimilate and process a range of information, quickly and accurately.	✓		Application form/Interview/ Test
	Experience of entering data onto computer systems at the same time as interacting with the customer.	✓		Application form / Interview
	Demonstrate ability to prioritise duties to ensure customer service excellence.	✓		Application form/Interview
	Empathic approach to vulnerable customers in adverse situations such as bereavement, mental health and financial difficulties.	✓		Application form/Interview
	IT skills including Microsoft word and excel	✓		Application form/Test
Aptitude and Disposition	Attention to detail and a methodical approach whilst maintaining productivity and accuracy.	✓		Application form/Interview
	Demonstrate the commitment to lead by example in providing customer service excellence at all times.	✓		Application form/Interview
	Demonstrate a positive and helpful attitude towards colleagues and contribute to effective team working.	✓		Application form/Interview
	Demonstrate ability to deal with different customer types in a	✓		Application form/Interview

	professional and confident manner.			
	Flexible team member, adaptable to change and able to work on own and contribute positively to team working.	✓		Application form/Interview
	Ability to work with minimum level of supervision	✓		Application form/Interview
	Able to work under pressure	✓		Application form/Interview

Personal Circumstances	Have personal access to transport / vehicle.		✓	Application form/Interview
	Full, clean driving licence		✓	Application form/Interview