

## LONDON BOROUGH OF LEWISHAM

### JOB DESCRIPTION

<b>Designation:</b>	Customer Service Centre Apprentice	<b>Grade:</b>	LLW Apprenticeship
<b>Reports to (Designation):</b>	Customer Service Centre Operations Manager	<b>Grade:</b>	PO5
<b>Directorate:</b>	Customer Services	<b>Section</b>	Customer Service Centre

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#### **Main Purpose of the job:**

To respond to customer contact within the Customer Service Centre, either by telephone, call-backs, face to face, online or through other channels which may be complex or of an urgent/ emergency nature including follow-up and liaison with other services as required to ensure timely and satisfactory resolution.

To effectively support customers in using a number of Council services, predominantly through the promotion of online and other self-service methods.

Provide administrative support to a number of Council functions such as (but not limited to) Housing, Registrations, Environmental Services, Highways, Planning, Licencing etc.

Ensure a high-quality service is provided to customers in line with corporate and local policies and procedures to achieve key performance indicators (KPI's) including Customer Satisfaction and First Contact Resolution.

To be a Customer Service champion and work across the organisation to represent the voice of the customer, ensuring the satisfactory resolution of enquiries and ongoing improvements to the customer experience.

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#### **Summary of Responsibilities and Personal Duties:**

1. Provide support through a variety of channels (including but not limited to phone, either inbound, outbound or call-backs, face to face/ floor-walking, email, online, social media, web chat and other self-service) to customers in accessing and using a number of Council services, promoting the use of and supporting customers in accessing online and other self-service methods and ensuring satisfactory resolution of enquiries and issues.
2. To handle enquiries received through all channels that may be of a complex or emergency nature including follow-up and liaison with other departments as required to attain a satisfactory resolution.
3. To support customers by fully understanding the issues raised including relevant error messages and on-screen information that can be provided to other departments (e.g. CRM/ IT & Digital teams and other services) to ensure ongoing improvements to systems and processes.
4. Process requests, enquiries and complaints for various services. liaising with back office staff, subject matter experts and external parties as necessary for timely and satisfactory resolution.
5. Be responsible for taking payments in accordance with the Council's financial procedures and regulations.
6. Ensure use of empathy, diplomacy, patience and tact especially where callers are not IT literate/ digitally excluded or distressed.
7. Ensure correct usage of all ICT systems to ensure all enquiries are correctly captured, processed and resolved.

8. Update the automated switchboard (Netcall) system with any information gained in relation to changes within the Council structure and changes to roles and responsibilities of employees and make amendments to the Netcall nuances/ phrase recognition system where errors have been identified.
9. To invoke (where required) Business Continuity Processes relating to the Customer Service Centre services.
10. Ensure robust diary management and adherence to the daily rotas, scheduled training and other activities at all times, ensuring correct and adequate coverage of all services and timeliness of scheduled breaks.
11. Ensure follow-up and liaison with other departments as required to ensure a satisfactory resolution.
12. Ensure adherence to all corporate and local policies and procedures including the CSC handbook, and ICT policies.
13. Ensure that all customer enquiries are handled in line with agreed quality frameworks to ensure compliance and ongoing Quality Accreditation.
14. To ensure ongoing achievement of all Customer Service Centre Key Performance Indicators (KPI's) including Customer Satisfaction and First Contact Resolution.
15. To provide on-going training, mentoring and coaching of new and existing staff members.
16. To be a Customer Service champion and work across the organisation to represent the voice of the customer, ensuring the satisfactory resolution of enquiries and ongoing improvements to the customer experience.
17. To work towards reducing telephone and face to face demand by educating customers to use online and other self-service channels.
18. To work on own initiative with no immediate supervision.
19. Advise all customers of any delays in handling or processing their enquiries and keep customers up to date with progress.
20. To maintain an up to date knowledge of all relevant legislation and service policies and procedures for the purposes of efficiently and correctly dealing with enquiries.
21. To learn and deliver further services that may be incorporated into the Customer Service Centre.
22. Maintain a good working knowledge of all relevant systems within the Customer Service Centre.
23. To have a good understanding of and commitment to Health and Safety issues.
24. To carry out any other duties as required by the Customer Service Centre Management Team.
25. To promote and implement the councils Equal Opportunities Policies.
26. To carry out the duties of the post with due regard to the Council's Equal Opportunities Policy and core values.
27. All employees are required to participate in the Performance Evaluation Scheme (PES) and to undertake appropriate training and development identified to enhance their work.
28. All employees are required to comply with the Council's Health & Safety policies and procedures at all times, taking due care for themselves, colleagues and members of the public.

29. Assist in carrying out the Council's environmental policy within the day to day activities of the post.

30. Undertake other duties, commensurate with the grade, as may reasonably be required.

Consideration will be given to restructuring the duties of this post for a disabled post holder

**Internal Contacts:**

These include ICT (Brent/ Lewisham shared service), CRM Control, Environmental/ Wearside, Highways, Housing, Planning, Building Control, Highways/ Street Works, Licencing, Schools admissions, Register Office, Revenues, Benefits, Human Resources, Digital Transformation, Facilities, Communications, staff and management, other managers and Heads of Service and Councillors.

**External Contacts:**

Customers, Businesses, Suppliers, Emergency Services, Councillors, Press & Media, Royal Borough of Greenwich Out of Hours service, External Consultants and Agencies, other Local Authorities.

THIS JOB DESCRIPTION MAY NEED TO BE AMENDED BY THE DIRECTORATE TO MEET THE CHANGING NEEDS OF THE SERVICE.

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**DBS Disclosure Required?**    **No**     **Basic**     **Enhanced**

(Tick as appropriate – guidance available from your HR Advisor)

**Physical**

Generally candidates must meet the standard Lewisham requirements for the post

If you are a disabled person, but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet requirements.