**LONDON BOROUGH OF LEWISHAM**

**JOB DESCRIPTION**

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| Designation: | Customer Service Centre Officer | **Grade**:  | Sc5 |
| **Reports to** **(Designation):** | Customer Service Centre Operations Manager | **Grade**: | PO5 |
| **Directorate**: | Customer Services  | **Section** | Customer Service Centre |

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**Main Purpose of the job:**

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

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.

Provide administrative support to a number of Council functions such as Housing, Registrations, Enviro, Highways, Building Control, 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:**

Responsible for supporting customers in accessing and using a number of Council services, predominantly through the promotion of online and other self-service methods.

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.

Provide support by phone, either inbound or outbound or through call-backs to customers in accessing and using a number of Council services, promoting the use of online and other self-service methods and ensuring satisfactory resolution of enquiries and issues.

Providing support to Face to Face customers to the Council, especially in relation to Housing, Planning, Forms and Evidence etc. promoting the use of online and other self-service methods as relevant and ensuring satisfactory resolution of enquiries and issues.

Providing a floor-walker service for Face to Face customers to the Council, promoting the use of online and other self-service methods and ensuring satisfactory resolution of enquiries and issues.

Provide support by social media, web chat and other channels customers in accessing and using a number of Council services, promoting the use of online and other self-service methods and ensuring satisfactory resolution of enquiries and issues.

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 Control and back offices) to ensure ongoing improvements to systems and processes.

Process requests, enquiries and complaints relating to Highways and Street Works, including CRM requests/ actions, skips and scaffolding requests, works ordering, car permits, crossovers, insurance claims etc. liaising with back office staff, subject matter experts and external parties as necessary for timely and satisfactory resolution.

Process requests, enquiries and complaints relating to Building Control, including online and postal applications, Premise Enquiries, Competent Person Scheme, dangerous structures, completion certificates etc. liaising with back office staff, subject matter experts and external parties as necessary for timely and satisfactory resolution.

Process requests, enquiries and complaints relating to Planning and Licencing, including payments, updating systems, Business Centre visitors etc. liaising with back office staff, subject matter experts and external parties as necessary for timely and satisfactory resolution.

Be responsible for taking payments in accordance with the Council’s financial procedures and regulations.

Ensure use of empathy, diplomacy, patience and tact especially where callers are not IT literate/ digitally excluded or distressed.

Ensure correct usage of all ICT systems to ensure all enquiries are correctly captured, processed and resolved.

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.

Make amendments to the Netcall phrase recognition system where errors have been identified.

To invoke (where required) Business Continuity Processes relating to the Customer Service Centre services.

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.

Ensure follow-up and liaison with other departments as required to ensure a satisfactory resolution.

Ensure adherence to all corporate and local policies and procedures including the CSC handbook, and ICT policies.

Ensure that all customer enquiries are handled in line with agreed quality frameworks to ensure compliance and ongoing Quality Accreditation.

To ensure ongoing achievement of all Customer Service Centre Key Performance Indicators (KPI’s) including Customer Satisfaction and First Contact Resolution.

To provide on-going training, mentoring and coaching of new and existing staff members.

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.

To work towards reducing telephone and face to face demand by educating customers to use online and other self-service channels.

To work on own initiative with no immediate supervision.

Advise all customers of any delays in handling or processing their enquiries.

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.

Receive payments, including cash handling, cheque processing, and debit / credit card payments from customers for services as required.

To learn and deliver further services that may be incorporated into the Customer Service Centre.

Maintain a good working knowledge of all relevant systems within the Customer Service Centre.

To promote and implement the councils Equal Opportunities Policies.

To have a good understanding of and commitment to Health and Safety issues.

To carry out any other duties as required by the Customer Service Centre Management Team.

To carry out the duties of the post with due regard to the Council’s Equal Opportunities Policy and core values.

All employees are required to participate in the Performance Evaluation Scheme (PES) and to undertake appropriate training and development identified to enhance their work.

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.

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

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.

**Number of fully managed staff:**

**Title:** N/A **Grade:** N/A **No of posts**: N/A

**Number of partially managed staff:**

**Title:** N/A **Grade:** N/A **No of posts**: N/A

**PERSON SPECIFICATION**

**JOB TITLE:** Customer Service Centre Officer **POST NO:** TBC

**DEPARTMENT:** Customer Service Centre **GRADE:** Scale 5

**Note to Candidates**

The Person Specification is a picture of the skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post.

Those categories marked '**S**' will be used especially for the purpose of shortlisting.

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 the requirements.

**Equal Opportunities**

An understanding of and commitment to the Councils Equal Opportunities
policies and their practical application in relation to this post. **S**

# Knowledge

Knowledge and understanding of Best Practice Customer Service. **S**

Good general awareness of the services delivered within the Customer
Service Centre. **S**

Good general knowledge of the functions and services of a Local Authority. **S**

Knowledge of relevant health and safety legislations.

# Aptitude

A commitment to delivering excellent Customer Service that meets the
needs of customers.

Ability to follow procedures and work instructions.

Ability to learn and deliver new services incorporated in to the Customer
Service Centre.

Ability to train, mentor and coach staff.

An ability to work with a flexible and adaptable approach.

Able to act confidently, decisively and in a professional manner at all times.

Able to deal firmly and diplomatically with a wide range of people and situations.

# Skills

# Excellent Customer Service skills.

# Excellent time management.

# Excellent written and verbal communication skills.

# Excellent administrative and organisational skills.

# Excellent interpersonal skills.

Excellent ICT skills.

# Good keyboard skills.

# Experience

Experience of working in a high pressure/ demanding front-line customer
facing service. **S**

Experience of dealing and resolving customer enquiries and complaints
to their satisfactory conclusion. **S**

Experience of using relevant IT systems (e.g. CRM/ QMatic/ ACD/
Other relevant systems/ databases). **S**

Experience of dealing with challenging customers. **S**

Experience of working within a Performance Management Culture achieving
Performance & Quality targets. **S**

Experience of dealing with emergency situations (as received via telephone/
Switchboard) and invoking Emergency Planning/ Business Continuity
Processes. **S**

Experience of effectively handling confidential and sensitive information. **S**

# General Education

Educated to GSCE level (or equivalent) or have significant relevant work experience.

# Personal Qualities

Customer focused

Punctual / excellent time-keeping

To be self-disciplined

Ability to work effectively on own or as part of a team

Flexible with a positive attitude towards change

Calm approach when dealing customers and emergencies situations

# Circumstances

Ability to strictly adhere to a changeable daily rota

Ability to change working patterns/ shifts at short notice if required

Must follow the dress code of the Customer Service Centre and wear supplied clothing/ uniform where required.

**X**

**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

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