**LONDON BOROUGH OF LEWISHAM**

**JOB DESCRIPTION**

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| **Designation:** | Senior Customer Service Centre (CSC) Officer | **Grade:** | SO1 |
| **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 respond to customer queries received within the Customer Service Centre.

To be the first point of contact for handling escalated customer queries through to resolution wherever possible.

Partial supervision of a team of Customer Service Centre staff.

Support the CSC Operations Managers in providing support and guidance to the Customer Service Centre staff in the day to day resolution of customer enquiries in accordance with defined processes and policies.

Responsible for achieving daily, weekly and monthly performance targets, including ACD queue monitoring and quality targets across the different customer access channels and increasing overall customer satisfaction.

Provide ongoing coaching, development, shadowing, mentoring and training of customer service staff in conjunction with the Support & Development Team, ensuring they deliver service excellence to all customers through the various customer access channels: online, telephone, face to face, social media and through any administrative tasks.

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**Summary of Responsibilities and Personal Duties:**

To effectively handle and respond to customer enquires received within the customer service centre, within the Public Services division which could be difficult or pertain to emergency situations.

To effectively provide day to day supervision to a team of Customer Service Centre Staff; delegating tasks across the team, checking the quality and quantity of work, providing input for the PES process to the Operations Manager for the team and in the management of staff absence.

To undertake such follow-up work as required on the behalf of the customer to ensure a satisfactory conclusion, liaising with other sections as required in accordance with procedures or instructions.

To effectively deliver a quality service: This could be online, over the telephone, face to face, social media or in any administrative duties, whilst increasing customer satisfaction within the customer service centre.

Provide ongoing coaching, development, shadowing, mentoring and training of Customer Service Centre staff, ensuring the delivery of service excellence at the first point of contact to customers and businesses.

Encouraging good practice across operational aspects of the Customer Service Centre.

Responsible in conjunction with the Operations Managers and Support & Development Team for ACD queue monitoring, ensuring correct staff use of ACD system (logging in/ out and wrap-up), ensuring adherence to rotas including planned lunch and break times and clearing calls in queues at the end of each day.

Work with the Operations Managers and Support & Development Team to ensure Customer Service Centre staff achieve their performance and quality targets on monthly basis which are linked to the overall Customer Service Centre KPI’s.

Together with the Operations Managers, implement any feedback from the Support & Development Team relating to staff performance, adherence to processes, scripts and use of IT systems.

Reduce telephone and face to face contact by educating customers to use online service.

Pro-actively suggest service improvements and involvement in service improvement projects that will improve the way services are delivered within the Customer Service Centre and improve the customer experience.

To maintain a comprehensive and up to date knowledge of all relevant legislation and procedures related to services being delivered within the Customer Service Centre.

To be the first point of contact in the resolution of escalated customer enquiries and concerns where possible.

Deal with Councillors, MP's, Senior Management and Customer complaints in liaison with the Operations Managers, Support & Development Team and the Service Group Manager.

To be a champion for Customer Service and collaboratively work across the organisation to represent the voice of the customer and to improve the customer experience.

Responsible for ensuring all customer services technology faults within customer service centre are accurately recorded.

Involvement in maintaining, updating, communicating and testing the customer service centre business continuity plans to support the Council in the event of an emergency situation.

To adhere to and promote the Council’s core values.

To promote and implement the Council’s Equal Opportunities Policies.

To carry out the duties of the post with an understanding of and commitment to customer care, implementing the Council’s and Customer Service Centre’s Customer Care policies.

To liaise with all sections, and other relevant departments of the council.

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

To provide adequate cover for other Senior Customer Service Centre staff across the operations teams.

To carry out other duties as required, commensurate with the grade of the post, by the Customer Service Centre Operations Manager and/ or Service Group Manager.

**Internal Contacts:** These include ICT, Capita IT, Revenue & Benefits, Human Resources, Service Transformation Team, Customer Insight Team, Facilities Management, Housing Management, Communications, other Customer Service Centre managers and staff, and Councillors.

**External Contacts:** This will include Emergency Services and other Local Authorities.

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

**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:** None **Grade** N/A **No of posts** 0

**Number of partially managed staff:**

**Title:** Customer Service Centre staff **Grade** Sc5 **No of posts** 12 - 15

**Title:** Deaf Support Officer **Grade** Sc6 **No of posts** 1

**PERSON SPECIFICATION**

**JOB TITLE:** SeniorCustomer Service Centre (CSC) Officer **POST NO:**

**DEPARTMENT:** Customer Services **GRADE:** SO1

**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. **S**

An excellent understanding of customer care in customer facing services and a commitment to delivering service excellence that meets customer needs. **S**

# Knowledge

In-depth working knowledge of areas covered by the Customer Service Centre. **S**

In-depth working knowledge of customer care principles and service excellence concepts drawn from both public and private sector. **S**

Good knowledge of Health & Safety procedures.

# Aptitude

To learn and deliver new services incorporated within Customer Service Centre. **S**

Able to work to tight deadlines under minimal supervision.

Able to work in a demanding and challenging environment.

Able to influence and negotiate.

# Skills

Excellent written and verbal communication skills.

Excellent time management and organisational skills.

Excellent interpersonal skills.

Excellent coaching, shadowing, mentoring and training skills.

Excellent ICT skills.

# Experience

Experience of supervision of staff in a formal or informal setting. **S**

Significant experience of working in a customer facing environment providing a wide range of services through different customer access channels. **S**

Experience of communicating effectively with a wide range of stakeholders. **S**

Experience of delivering against business/ service plan targets.

Experience of working as part of a team achieving qualitative and quantitative performance targets. **S**

Experience of coaching, development, shadowing, mentoring and training team members.

Experience working in fast pace customer service environment. **S**

Experience working in performance management culture.

Experience of managing conflicting priorities.

**General Education**

Good levels of literacy and Numeracy.

# Personal Qualities

Customer focused.

Self-motivated.

Positive attitude towards change.

Assertive.

# Circumstances

Must be able to work evenings, early mornings and/or weekends

Must be able to work shifts which could include night time

Must be able to work at different sites if necessary

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.

**DBS Disclosure Required? No Basic Enhanced**

X

(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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