

A.A. AGENCY LTD

Job Title: Customer Service Advisor.

Rate: £10 p/h

Please note our employers are the Local Authority.

CRB Required.

Location: Towerhamlets, Islington, Newham, Waltham Forest, Southwark, Waltham Forest, Wandsworth, Croydon, Kensington & Chelsea, Bromley, Greenwich Etc.

Our client is the Local Authority. The Authority expects all its employees to have a full commitment to the Authority's Equal Opportunities Policy and acceptance of personal responsibility for its practical application. All employees are required to comply with and promote the policy and to ensure that discrimination is eliminated in the service of the Authority.

JOB PURPOSE

To provide an excellent level of customer service on behalf of the authority, working as part of a team handling customer enquiries across a full range of services.

To ensure personal performance targets and service levels are achieved and support the overall service and performance plans for Customer Service on behalf of the Authority.

To provide flexible cover across the Customer Service Unit in order to ensure service levels are maintained.

To proactively promote the Authority's products and services.

PRINCIPAL ACCOUNTABILITIES

1. Services

1. To act as the first point of contact to the Authority and ensure at all times that customers receive a courteous, approachable, helpful and professional service and to ensure duties are performed in line with the Data Protection Act, Confidentiality Rules, Government Legislation and Council Policies.

2. People

1. To monitor personal performance in terms of agreed key performance indicators, and to undertake training and development needs in order to attain personal and customer service targets.
2. To give assistance in the training and development of new staff as required
3. To exercise responsibility under the Health and Safety at Work Act as laid down or may be amended from time to time.

3. Resources

1. To be accountable for the effective and efficient application of resources in accordance with Best Value principles and in accordance with the council Code of Practice.

4. Communication and Information

1. To receive communication between the team and management by attending regular team meetings and briefing sessions, ensuring that the operational objectives are communicated and that information is passed on effectively and consistently.
2. For the maintenance of good working relationships and new working arrangements with key partners, staff, stakeholders and the wider community.

5. Quality and Equality

1. To promote quality and equality within the Service and in the provision of its services.

6. Customer Care

1. To understand and actively promote the Council's Customer Service Policy, ensuring the needs of our customers are considered at all times to enable the Council to meet its customer satisfaction targets.

KEY COMPETENCIES

1. Services

1. To support the service in achieving service levels and objectives by appropriate handling of all customer enquiries.

2. Proactively identify areas for service improvement by making recommendations to management for change.

2. People

1. To undertake regular performance reviews with the Supervisors, agree targets and objectives for continuous improvement and be accountable for their practical application.
2. To provide ad hoc cover as and when required ensuring the efficient operation of the service.

3. Resources

1. To work as required in order to maintain customer service provision and ensure all resources are utilised appropriately.
2. You may be required to work at any customer service location within the Borough, in accordance with the needs of the service. Consideration will be given to special circumstances.
3. To undertake any administration associated with holiday/absence booking and reporting, amendments to staff rotas, timesheets, team reporting/monitoring etc.
4. Where appropriate to undertake standby duties.

4. Communication and Information

1. To support the team in creating a motivational and supportive environment and to ensure information is regularly and clearly disseminated throughout the team.
2. Can use a variety of sources and methods, including IT for effective service operation and delivery.
3. To ensure operational preparedness in the event of major or minor emergencies including a knowledge of contingency plans.

5. Quality and Equality

1. To promote quality and equality within the Service and in the provision of its services

OPERATIONAL RESPONSIBILITIES

1. To take responsibility for the adherence to and implementation of all service strategies, policies and procedures.

2. To handle and record **all** customer enquiries and transactions effectively and accurately through to conclusion, by efficient use of resources including IT, liaising with and referring to other parties as necessary.
3. To use all equipment including IT, specialist equipment and scripting tools (where applicable) to assist in resolving enquiries and providing a standard and consistent service delivery to all customers.
4. To assist in the preparation, recording and collation of statistical data and management information, as directed.
5. To undertake administrative, follow-up or production work as required in relation to the provision of customer services.
6. To undertake coaching sessions with the Supervisors using available resources and technology and to receive regular quality checks.
7. To identify and meet training needs and to assist in your own personal development.
8. To maintain a sound knowledge of the various IT systems, in order to train and advise on their use and ensure any problems areas are reported to the appropriate escalation point.
9. To proactively review information and to ensure it is fit for purpose including scripting, web information, publications and legislation.
10. To accept responsibility for the provision of customer service by maintaining a motivational, supportive and flexible approach within the working environment.
11. Where applicable to be accountable for financial transactions including invoice processing, the receipt of, safe handling, collection and paying in of all income and ensure that all financial procedures are complied with
12. To uphold and comply with the statutory provisions of the Health and Safety at Work Act 1974 and any other associated legislation or Council Policies and Procedures.
13. To understand and comply with the Council's Equal Opportunities Policy.
14. The above mentioned duties are neither exclusive or exhaustive and the post holder may be required to carry out other duties as required by the service.