

JOB DESCRIPTION

Customer Service Advisor

Service area:	Customer Services
Reports to:	Head of Customer Services
Responsible for:	N/A
Location:	Leek and Buxton
Work flexibly between ALL sites:	Yes
Grade:	AG2
SCP range:	5-9
Car driver:	Yes
Essential/casual:	Casual

JOB PURPOSE

To participate in the delivery of a professional and efficient customer service across the Alliance through working collaboratively with all service users to ensure the aims of the Alliance and customer services vision are achieved.

To assist and drive forward channel shift to achieve the most efficient and customer friendly ways to access services and adopt a right first-time approach to service delivery.

To work flexibly across Customer Services and the Alliance to ensure organisational and public service outcome are maximised.

JOB DUTIES

1. To support in the delivery of all customer service work streams via all channels of access:
 - Digital and online be familiar with the online access to services and promote this channel when communicating with customers on the phone /face to face /via email, assisting as appropriate.

- Correspondence Incoming and outgoing post, scanning, printing and processing of cheques.
 - Frontline processing of transactions
 - 1st point of contact for enquiries relating to a range of Council services received via phone, email and social media. Using a variety of software packages and systems when dealing with customers enquiries, as deemed necessary by the Alliance
2. To have a flexible approach to cover all customer services streams across all locations within the Alliance.
 3. To support all areas of service delivery.
 4. To carry out other such duties which the Head of Customer Services / Customer Services Business Partner may from time to time require to maintain the efficient and effective running of the services provided.

CORPORATE RESPONSIBILITIES

- Promote and support the delivery of the Councils Climate Change actions plans, the response to the Councils' declarations of a climate emergency and the delivery of the Councils' biodiversity duty.
- Promote both Councils' Equalities and Diversity Schemes ensuring that all discrimination is eliminated.
- Promote a safe and healthy working environment including taking responsibility for the health and safety of all staff, elected members, service users and other members of the public, in line with the Councils' Health and Safety at Work Policy.
- Support the Councils' commitment to good environmental management by ensuring the most environmentally friendly use of resources by reducing the amount of business travel by using teleconferencing facilities etc.
- Promote the principles of good customer care by taking responsibility, ensuring reliability and having respect for all those for whom the service is being provided, including colleagues and elected members.
- Work flexibly in support of colleagues and to undertake any other duties which may reasonably be requested commensurate with the grade for the post.
- Promote and comply with both the Council's policies and guidelines on Information Governance and the Data Protection Act.
- Consistently exhibit the behaviours required under the Alliance GROW values and code of conduct.
- Be committed to safeguarding and promoting the welfare of children and young people and vulnerable adults.
- Carry out election duties as required.

JOB REQUIREMENTS

Transport Requirements	Driving required for travel to Alliance locations.
Working Patterns	Customer Service operating hours. Some out of hours work may be required.
Working Conditions	Office based with travel to Alliance locations.

Resources Staff/Finance	Not applicable.
Physical	Working to planned priorities.
DBS	Basic for DWP access.