

**Corporate Services and Strategy Directorate**

Post Title	Customer Contact Services Representative – Social Services Duty		
Post Number	BG00063 & BG00068	Grade	4
Base	Civic Centre	Hours	37
Car User Allowance	N/A	Disclosure	Enhanced
Contact	Terri Lovell	Updated	25 th September 2013

Principal Job Purpose

Responsible to: The Contact Centre Manager

Responsible for: Providing advice, support and understanding to a wide range of customers enquiring about all Council services through multiple channels of access. Enquiries can be made through multiple channels of choice, such as telephone, e-mail, fax, Website or Social Media. You will be responsible for resolving a high level of calls at the initial point of contact.

Principal Accountabilities

1. To comply with the relevant sections of the Authority's policy statement on Health, Safety and Welfare at Work.
2. To adhere to the principles of the Corporate Equality Policy and ensure commitment to anti-discriminatory practice.
3. To provide accurate, meaningful and consistent advice to customers, ensuring that they understand the action, which will be taken.
4. To listen patiently, to empathise with the customer's situation and convey a genuine desire to help and support.
5. To work with colleagues within the Contact Centre and other services areas to ensure the highest levels of first time resolution and customer service utilising agreed business processes and standards for data recording.
6. To work with current and emerging technology to enhance customer contact service.
7. To ensure continuous improvement, initiating, facilitating and responding to change in a positive manner.

8. To actively participate in supporting the principles and practice of equality of opportunity, as laid down in the Authority's Equal Opportunities Policy.
9. To undertake buddying of new staff and give advice where appropriate.
10. As a term of your employment you may be required to undertake such other duties and/or times of work as may be required of you, commensurate to your grade or general level of responsibility within the organisation.

Person Specification – Supervisory

1. Qualifications & experience	Assessment Method				
Qualifications/relevant experience	Essential / Desirable	Application Form	Interview	Other (please specify)	Probationary Period
NVQ Customer Service/Call handling or similar qualification, within Social Services or a Social Care setting	Essential	✓			✓
Other experience					
Previous experience in delivering customer focused information and advice services in a Social Services/care environment	Essential	✓	✓		✓
Knowledge/Skills					
A sound working knowledge of using software within MS Windows (or similar) environment	Essential	✓			✓
Delivering services and inputting information onto a Social Services Client database such as Draig	Essential	✓	✓		✓

2. Special Requirements	Essential / Desirable	Application Form	Interview	Other (please specify)	Probationary Period
The ability to converse through the medium of Welsh	Desirable				

3. Personal Competencies		Assessment Method			
<p>All competencies are regarded as essential, although it is recognised that some may be achieved over a period of time. All employees are expected to continually develop their competencies in line with the appropriate framework.</p> <p>In addition to those assessed as part of the recruitment process, competencies will be assessed during the probationary period and afterwards through the Authority's performance coaching scheme.</p>					
Topic	Competencies	App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Skills and Abilities	Provides accurate and meaningful advice to customers, clearly laying out steps that will be taken by each party	✓	✓		✓
	Listens patiently, empathises with the customers situation and conveys a genuine desire to help and support	✓	✓		✓
	Is positively committed to the success of the team, promoting support relationships, sharing and being sensitive to others	✓	✓		✓

	Analysing what the customer truly wants / needs takes all relevant factors into account and arrives as a logical conclusion following an agreed set of protocols.	✓	✓		✓
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Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Communicating	Uses appropriate and precise methods of communication and checks others understanding				✓
	Communicates positively, respectfully and appropriately e.g Dealing with sensory needs etc		✓		✓
	Ability to apply excellent written communication skills to cascade this information into Social Services database's				

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Making Informed Decisions	Ensures decisions link to continually improving performance				✓
	Uses problem solving as a method of improving the service				✓
	Seeks clarification or challenges appropriately				✓
	Explains decisions to citizens appropriately				✓

		Assessment Method			
Topic	Competencies	App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Working Together	Understands the benefits of working together				✓
	Respects different views, values and opinions of others		✓		✓

		Assessment Method			
Topic	Competencies	App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Putting the Citizen First	Recognises the importance of the citizen's input to improving the service				✓
	Is positive about the organisation and the community it serves				✓