

## Role Description and Employee Specification

We deliver great services to local communities on behalf of their local council. We are owned by the Councils and not shareholders, so we know our priorities and have strong values. At Publica we put people and our communities at the centre of everything.

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| <b>Job title:</b>                  | Customer Services Advisor                                  | <b>Location:</b>                       | Witney            |
| <b>Department:</b>                 | Customer Services  | <b>Service:</b>                        | Resident Services |
| <b>Reports to:</b>                 | Customer Services Manager                                  | <b>Working Hours:</b>                  |                   |
| <b>Job group:</b>                  | Customer Advisor   | <b>Peer group no:</b>                  | PGC2              |
| <b>Business World Post number:</b> | Click here to enter text.                                  | <b>Direct Reports (if applicable):</b> | N/A               |
| <b>FTE Salary pro rata:</b>        | £27,468 - £28,010 per annum, pro rata - plus NJC pay award | <b>Contract type:</b>                  | Permanent         |

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| <b>Main purpose of this specific role:</b>                                | To provide an excellent service to customers both internal and externally to Publica.   |
| <b>Main requirements of this specific role:</b>                           | <ul style="list-style-type: none"> <li>Be the first point of contact for multiple services on behalf of Publica, its internal and external customers by all channels including face to face.</li> <li>Respond, conclude or escalate transactional and other queries for services within Publica.</li> <li>Work within tight guidelines and prescribed methods of working</li> </ul> |
| <b>Essential qualifications/skills /experience specific to this role:</b> | <ul style="list-style-type: none"> <li>A minimum of 5 qualifications equivalent to NVQ level 2 or GCSE at Grade C/4 or above, must include Maths and English</li> <li>Ability to establish and maintain good working relationships</li> </ul>   |

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|  | <ul style="list-style-type: none"> <li>• Ability to provide a positive input to the immediate team and the wider organisation</li> <li>• Outstanding ICT and keyboard skills and the ability to simultaneously use multiple Microsoft, Google and bespoke systems</li> <li>• Ability to simultaneously use multiple systems and screens at a fast pace.</li> <li>• Understand and demonstrate commitment in delivering the key performance indicators within the function e.g. levels of customer satisfaction</li> <li>• Ability to remain calm and confident when dealing with challenging customers</li> <li>• Excellent active listening skills that demonstrate a customer focus and understanding and have the ability to interpret customer requests for information</li> <li>• Ability to manage time effectively</li> <li>• Excellent written and verbal communication skills</li> <li>• Ability to multitask</li> <li>• Have the ability to work in an evolving service where change will be the norm</li> <li>• Evidence of experience in a fast paced, high-volume customer focussed environment e.g. contact centres</li> </ul> |
| <b>Desirable Requirements, Qualifications, Skills and Abilities:</b> | <ul style="list-style-type: none"> <li>• Qualification working within a customer service environment</li> <li>• Ability to travel/ access to a vehicle for work purposes</li> </ul>  |
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|  | <b>Generic Job Profile:</b>  |
| <b>Main Purpose of a role within this job group:</b>                 | <p>The purpose of the role is to:</p> <ul style="list-style-type: none"> <li>• Be the first point of contact for multiple services on behalf of Publica, its internal and external customers by all channels including face to face.</li> <li>• Respond, conclude or escalate transactional and other queries for services within Publica.</li> <li>• Work within tight guidelines and prescribed methods of working</li> </ul>  |

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| <b>Key Responsibilities of a role within this job group:</b> | <ul style="list-style-type: none"> <li>• Deal with customer enquiries efficiently and effectively by all communication channels</li> <li>• Have a broad understanding of our customers and their needs</li> <li>• Escalate problems that sit outside the scope of your responsibilities to the appropriate officer</li> <li>• Suggest how the customer experience can be enhanced to enable improvements and help measure customer satisfaction</li> <li>• Ensure all relevant customers and company information is captured and recorded accurately</li> <li>• Maintain process knowledge libraries to ensure kept up to date and disseminated to the team with the potential to champion a service area and assist with team training and service liaison</li> <li>• Adhere to policies and procedures as prescribed by other areas of the business</li> <li>• Support back office services to help improve the customer experience and reduce processing timeframes</li> <li>• Undertake any other duties as reasonably required to do so</li> </ul> |
| <b>General Accountabilities:</b>                             | <ul style="list-style-type: none"> <li>• The post holder is responsible for maintaining a safe working environment and ensuring as far as reasonably practicable that safe working practices are adopted by employees within this work environment</li> <li>• Work in compliance with the Codes of Conduct, Regulations and policies of Publica</li> <li>• To support the response to a major incident, including taking up a designated role within the emergency management framework</li> </ul>  |
| <b>Special Conditions:</b>                                   | <ul style="list-style-type: none"> <li>• There may be a requirement to work at other Publica Group (Support) Ltd and/or client locations to meet the needs of the business</li> <li>• You will be expected to work reasonable additional hours in line with the needs of the service</li> <li>• Your role will require a Baseline Personnel Security Standard Check (BPSS)</li> </ul>   |
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| <b>Date reviewed:</b>  | July 2023   |
| <b>Reviewed by:</b>  | Lisa Cresswell  |
| <b>Manager job title:</b>                                    | Customer Services Manager   |
| <b>Date of issue:</b>  | July 2023   |
| <b>Checked HRBP:</b>   | Kathryn Dowell 06.07.2023   |