Role profile

**Customer Liaison Officer**

**Our values:**

**We are dedicated, respectful, collaborative. We are Milton Keynes City Council.**

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| **Service** | Children's Services - MASH, Family Support and Children with Disabilities  |
| **Reports to** | Senior Practitioner / Team or Deputy Business Manager |
| **Job family** | Business Administration  |
| **Grade**  | F |
| **Political restricted?** | N |
| **DBS required?** | Y - Basic |
| **Date**  | May 2025 |
| **JE Code** | JE1140 |

Key deliverables

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| **1** | To provide an efficient and customer focused service to families in difficult situations, by processing and responding to incoming communication (post, duty phone, and emails), message taking, copying and distributing information as necessary. |
| **2** | The post holder will be responsible for recording information accurately on Council systems in order to assess and evaluate their circumstances and identify their needs through use of extensive knowledge of Council and partner agency processes. Make recommendations for appropriate actions so as effectively to meet customer needs. |
| **3** | To communicate respectfully with service users and colleagues, establish a rapport and build honest and trusted relationships. |
| **4** | Undertake a variety of tasks for the benefit of customers and Social Workers such as booking taxis, travel, hotels, ordering food parcels, issuing bus passes, Tesco vouchers, weekly allowances via Post Office electronic payment, etc. |
| **5** | To carry out all tasks with due regard for council policies and procedures and to promote the principles of non-discriminatory practice. |

*Within reason these key deliverables may evolve to meet service need and it is expected that you will be flexible and adaptable in your delivery to meet both service and city council wide needs*

**Essential requirements** Key skills, expertise, and qualifications

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| **1** | GCSE Grade 4 or above in English and Maths or equivalent  |
| **2** | Strong customer service skills. |
| **3** | Good written and communication skills. |
| **4** | Good organisational skills. |
| **5** | Ability to use Word, Excel, Microsoft Teams and Outlook to a proficient standard. |

Job family

**Business Administration (Grade F)**

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| **Colleague expectations*** Be professional at all times
* Work together for the good of the team, city council and local people
* Promote a supportive culture
* Challenge assumptions
* Take ownership
* Be willing to change and do things differently
* Always work in a safe manner
 | **Manager expectations*** Be a role model by displaying positive behaviours at all times
* Make well-considered decisions
* Support, coach and communicate with my team
* Be accountable for my team’s performance
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Business Administration jobs are those which support their teams and the general public by carrying out administrative tasks and providing procedural guidance or managing those that do. Job holders' training and experience is in a wide range of office and IT skills, incorporating tasks, tools and techniques of their working area, allowing them to be deployed flexibly within the organisation. The principal responsibility is to support the work of their specialist colleagues by operating and/or managing the business systems that optimise service delivery in their area and/or to act as the public face of the city council by providing service users with front line help and information.

This element of the profile, taken from the job family descriptor for this grade, provides a general understanding of the level of work and demands required.

**Role characteristics**

At this level job holders are empowered to make decisions and offer authoritative solutions to problems and issues which impact across the wider service team. They deal with matters escalated from their teams and must independently find solutions to unanticipated problems and plan months ahead to meet the demands of their role.

**The knowledge and skills required**

Job holders need a thorough and detailed understanding of the practical and procedural regulations, working practices and policy background of the specialist area in which they work. This will come from a combination of formal training both, on and off the job and extended experience working in the relevant area. Given the importance of maintaining accurate statutory records, some precision in typing and other administrative tasks is required.

**Thinking, planning and communication**

Problems, at this level, will often be complex in that they feature a number of different information strands such as budget, policy limits, or the expectations of clients. Solutions will depend upon the careful analysis of situations and judgement will be needed to choose between conflicting approaches, none of which will please all individuals involved.

Job holders will be thinking ahead several months to plan the delivery of agreed target outputs.

Communication skills expected of job holders will include the ability to deal authoritatively with colleagues and members of the public and engage with others to persuade or encourage them to adopt a particular course of action.

The type of information exchanged will be varied and often quite complicated or sensitive. Job holders must be patient and use developed comprehension skills to fully understand the needs and issues of others.

**Decision making and innovation**

Job holders are expected to not only deliver agreed outputs, but also to determine how best to achieve these aims within the limitations of general service practice.

Free of highly prescriptive procedural limitations, job holders must deal independently with problems, often referred upwards from colleagues, some of which will be new and must be solved with reference only to service practice or policy.

**Areas of responsibility**

Work carried out by jobholders directly benefits colleagues and/or external partners or the public by providing them either with services or authoritative advice and guidance.

Job holders will manage a small team and will have responsibility for the quality and timeliness of work outputs and the full range of managerial duties including the

direction, motivation and appraisal of staff.

Roles will have direct financial responsibilities but the precise nature of these will vary from post to post. While some may be accountable for spending decisions from an agreed budget, others may track and report of the movement of considerable sums.

Job holders will be expected to bear responsibility for the accuracy, confidentiality and security of the information they manage and share. They may, in addition, have responsibility for the care and safe keeping of office equipment.

**Impacts and demands**

There will be very little demand for enhanced physical exertion in, as most work can be done in a sedentary position. Lifting and carrying files or equipment may, however, be needed very occasionally.

In an often busy and demanding working environment, job holders will need to engage in lengthy periods of concentrated mental attention to complete tasks and meet changing deadlines or deal with unavoidable interruptions.

Jobs will occasionally have contact with individuals whose circumstances or behaviour place more than normal emotional demands on the post holder.

With almost all work being carried out in normal office environments, there will be little or no exposure to disagreeable, unpleasant or hazardous working conditions. However, job holders are likely to experience unpleasant people related behaviour in the context of their decisions and advice.