Role profile

**Customer Service Advisor**

**Our values:**

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

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| **Service** | Customer Services |
| **Reports to** | Team Leader |
| **Job family** | Business Administration  |
| **Grade**  | D |
| **Political restricted?** | N |
| **DBS required?** | N |
| **Date**  | May 2023 |
| **JE Code** | JE1364 |

Key deliverables

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| **1** | Manage incoming and outgoing customer contact across multiple mediums including Telephone, Email and online digital form work as part of a multi-skilled team managing demand across a broad range of services including Waste and Environment, Housing, School admissions and Registration services. |
| **2** | To maintain accurate records while ensuring an adherence to data protection and confidentiality statements. To capture and analyse the information to ensure that all conversations are recorded and managed in an effective and timely manner. |
| **3** | To provide consistent customer service levels regardless of call stream (some call streams can be more emotionally demanding than others), providing a prompt and constructive resolution to first contact customer queries or redirecting the customer enquiry to the appropriate area at the earliest opportunity to achieve final resolution. |
| **4** | Provide assisted digital services over the phone for those residents who need additional support to access MKCC services. |
| **5** | To prepare and manage customer records on the corporate CRM system as well as other service line of business systems, including third party systems for managing the demand responsive transport, so that accurate information is available to all users of the CRM. |
| **6** | Be the voice of Milton Keynes City Council provide a professional customer service via our virtual front door To follow standardised processes for service request reporting according to the nominated department’s guidelines; logging, processing and progress-chasing customer enquiries, escalating where appropriate, to provide a final resolution. |
| **7** | Triage complaints from members of the public into the corporate complaints process. |
| **8** | Process councillor casework requests ensuring time scales are met and that responses meet the required quality. |

*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** | To demonstrate an awareness of IT systems and the ability to use MS Word and Excel. |
| **2** | GCSE (or equivalent) in Maths and English. |
| **3** | Able to work independently and follow agreed processes. |
| **4** | Able to work effectively as part of a team, demonstrating flexibility and the ability to react to changing demand patterns. |
| **5** | Able to demonstrate effective customer service skills and able to gather, interpret, explain information to meet customer needs. |
| **6** | Proven interpersonal and communication skills, able to gain an understanding quickly and work effectively at times “in the moment”. |

Job family

**Business Administration (Grade D)**

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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 posts carry out complex administrative tasks in accordance with established guidelines and operating instructions. Job holders will plan to maximise efficiency and will be expected to deal with a range of administrative issues independently, including matters which may see them deal directly with those negatively affected by their decisions.

**The knowledge and skills required**

Jobs require knowledge of a range of potentially complex tasks gained through a combination of formal education/training and job experience. The specific procedures, terminology and policy awareness required to support the specialist nature of team operations will be learned on the job.

Given the importance of maintaining accurate statutory records, some precision in typing and other record keeping tasks is required.

**Thinking, planning and communication**

Significant judgemental skills are required to prioritise, plan and manage a wide range of inter-related administrative tasks within short time scales.

Analysing day to day problems and interpreting occasionally conflicting information will be necessary to support the work of the wider team.

These roles will interact regularly with immediate colleagues, other city council employees and outside contacts. They will exchange varied information with others and will also need to advise and even persuade others, for instance seeking information or ensuring the timely completion of interdependent tasks.

**Decision making and innovation**

Although rules, regulations and standard operating procedures provide a firm framework for decisions and advice offered, the job holder will inevitably be expected to deal personally with unexpected situations from time to time. Particularly challenging or unusual problems will, however, be referred to the appropriate supervisor/manager.

**Areas of responsibility**

The work carried out by job holders directly benefits colleagues and/or external partners or the public by providing them either with services or authoritative advice and guidance.

Other than assisting with the induction and orientation of new team members, job holders will not have managerial or supervisory responsibilities over other employees.

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 modest demand for enhanced physical exertion, as most work can be done in the context of a normal office, or similar, environment. Some lifting and carrying of files, printed material or equipment will be needed quite regularly.

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.

Job holders 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. Job holders may, on rare occasions, experience unpleasant people related behaviour.