

MALDON DISTRICT  
COUNCIL

Princes Road  
Maldon  
Essex CM9 5DL

[www.maldon.gov.uk](http://www.maldon.gov.uk)



**Customer Solutions Advisor,  
Customer Solutions Co-ordinator  
and Senior Customer Solutions  
Co-Ordinator**

**(FM18 DD05)**

**Maldon District Council**  
**Job Description: FM18 DD05**

<b>Job Title</b>	<b>Customer Solutions Advisor, Co-ordinator &amp; Senior Co-ordinator</b>	
<b>Service Area</b>	<b>Service Delivery</b>	
	<b>Advisor Level 1</b>	<b>D (SCP13-16)</b>
<b>Grade</b>	<b>Advisor Level 2</b>	<b>E (SCP17-20)</b>
	<b>Co-ordinator Level 3</b>	<b>F (SCP 21-24)</b>
	<b>Senior Level 4</b>	<b>G (SCP 25-28)</b>
<b>Job Reference</b>	<b>FM18 DD05</b>	

<b>Reporting to</b>	<b>Responsible for</b>
Senior Customer Solutions Co-ordinator reports to Customer, Community & Casework Manager	Customer Solutions Advisors (L1/L2)
Customer Solutions Co-ordinator reports to Customer, Community & Casework Manager	Customer Solutions Advisors (L1/L2)
Customer Solutions Advisor (L1/L2) reports to Customer Solutions Co-ordinator	Not applicable

<b>Team Purpose</b>
To support the customer and deliver a positive customer experience, enabling and empowering them through self-serve wherever appropriate.



## Role Purpose

### **Customer Solutions Advisor:**

The postholder will provide a high standard of customer service for all customers of the Council ensuring detailed and accurate records are kept using appropriate IT systems. Customer enquiries will cover a wide range of Council services and the postholder will have the skills and knowledge required to resolve queries and provide the correct and timely advice to resolve queries and cases quickly and efficiently. The postholder will handle the customer interaction through to completion wherever possible in line with established procedures, escalating cases to the Customer Solutions Co-ordinator or to other teams as required. The postholder will promote self-service and digital channels, at all times ensuring a professional, inclusive and helpful approach to customer service. The post holder will also provide administrative support for the Customer Solutions team, including provision of general office, scanning, indexing and post room services

### **Co-ordinator (in addition to the above):**

The postholder will support the Customer, Community & Casework Manager in the day to day management of the teams to ensure work processes, standards and compliance are maintained and continuously improved. The Co-ordinator will ensure advisors are trained to a high standard and are capable of undertaking their role, as well as addressing any performance issues as they arise quickly and in accordance with policies.

### **Senior Co-ordinator (in addition to the above):**

Act as a point of escalation for complex customer queries, particularly with respect to vulnerable customers or anti-social behaviour.

## Key Accountabilities

### **Level 1:**

- Process a wide range of customer queries and transactions, providing clear, accurate and timely advice or guidance in accordance with policies and procedures
- Ensure accurate and detailed records are kept in line with procedures and data protection
- Act as the first point of contact for the majority of customers and refer cases to Case Management as appropriate
- Ensure all customers are treated fairly and provide support and advice based on their individual needs
- Ensure that the customer's preferred method of contact is captured and maintained
- Adhere to legislation, policies, procedures and workflows for dealing with all queries and transactions
- Ensure strict confidentiality is maintained and data protection rules are followed
- Identify improvements in customer and service provision
- Proactively market the benefits of digital and self-service channels to all customers
- Actively develop and maintain an extensive working knowledge of Council services, IT systems, processes and procedures
- Work with other team members to organise and manage workloads effectively, ensuring that all customer and performance standards and targets are achieved
- Deliver accurate and good quality administration support including general office, scanning, indexing and post room duties



**Level 2 (in addition to the above):**

- Assist Co-ordinators in maintaining the reference material available to the Customer Solutions team, meeting regularly with service area specialists to review and maintain accuracy whilst also identifying upcoming activity which will impact upon customer demand

**Co-ordinator (in addition to the above):**

- To act as lead Customer Solutions Advisor in one or more areas of specialism, personally owning the resolution of more complex cases
- To support and develop others within the team in the areas of specialism
- Proactively design and develop tools and guidance notes for the areas of specialism to enable the team to self-serve and widen their knowledge
- Support operational management of the service, including overseeing people and responding to performance information
- To provide support for the escalation of service issues including more complex customer care issues/enquiries

**Senior Co-ordinator (in addition to the above):**

- To provide the point of escalation for service issues including more complex customer care issues / enquiries

**Appointment and progression through grades will be based on the needs of the business**

Key Objectives	
<b>Working with customers</b>	Resolve customer requests professionally, effectively and efficiently. Provide sound guidance and advice and ensure adherence to legislation and regulation. Develop and maintain good working relationships with customers, interacting through multiple channels. Develop and implement plans to facilitate customer engagement. Proactively market the benefits of digital and self-service channels to all customers, taking forward customer enabling opportunities.
<b>Working towards the Corporate Plan</b>	Responsible for the delivery of agreed objectives and services associated with the Corporate Plan.
<b>Knowledge of services</b>	Excellent understanding of the technical, statutory and non-statutory, services, initiatives, activities and projects provided across the Council and a good knowledge of the terminology and acronyms used by the services.
<b>Using systems effectively</b>	Good IT skills and the ability to learn new systems quickly.



<b>Specific Tasks</b>	
<b>Case management skills</b>	Working efficiently, professionally, paying attention to detail and following workflows when processing cases. Effective case management including handling related cases for a single customer, assessing risk, identifying potential fraud and working on more complex cases in conjunction with Specialists Ensure outcomes meet legislative and professional standards.
<b>Teamwork and working with others</b>	Support, inform and guide customers new to the case management approach, building understanding and confidence. Work collaboratively with colleagues to improve customer service, highlight opportunities for empowering customers further and participate in multi departmental project teams.
<b>Enquiries, reports and service requests</b>	Manage customer interactions promptly and effectively, establishing the nature of the enquiry and then taking action or referring to another team where appropriate. Knowing when to consult with or pass cases over. Supporting customer self-serve by observing peaks or trends in interaction types and spotting opportunities to initiate further enabling and self-serve processes. This could involve championing own ideas, participating in multi departmental teams or project teams.
<b>Processing and administration</b>	Able to identify and develop opportunities for improving workflow / process and /or increasing customer self-serve or enabling; working on cases that require problem solving with customers. Access and accurately update all relevant information systems, both customer and back office, ensuring that data is updated and maintained through verification and validation, and in accordance with Data Protection principles. Providing administration support including general office services, such as scanning, indexing and post room duties.
<b>Strategy and policy</b>	Provide input into corporate strategy, policy and programmes as required.
<b>Performance</b>	Working towards achieving the KPIs set by the Customer, Community & Casework Manager.



### Qualifications

**Level 1:** Good standard of education with a minimum of 5 GCSEs or equivalent experience.

**Level 2:** Educated to NVQ level 3 / A Level standard or equivalent experience.

**Co-ordinator:** Educated to NVQ level 3 / A Level standard or significant experience.

**Senior Co-ordinator:** Educated to NVQ level 3 / A Level standard or significant experience.

### Knowledge, Skills and Experience

#### Level 1:

- Good experience in a customer facing role, excellent inter-personal skills and a proven ability to deal effectively with customers and remain calm in contentious and difficult situations
- Proven ability to quickly learn new systems, follow procedures and processes and maintain accurate records
- Clear understanding of health and safety procedures
- Proven ability to deliver accurate and high quality administration support

#### Level 2 (in addition to the above):

- Minimum of 18 months experience in a similar role
- Proven understanding of statutory and regulatory requirements and ability to enforce these when required

#### Co-ordinator (in addition to the above):

- Proven ability to lead a team with experience in all aspects of people management including effectively managing performance, setting targets and dealing with issues as they arise
- Experience in setting, maintaining and monitoring standards of accuracy, diligence and service delivery

#### Senior Co-ordinator (in addition to the above):

- Proven ability to handle complex customer enquiries / issues and reach a resolution
- Proven ability to mediate in situations involving challenging customers and behaviours and act as a role model to the Customer Solutions team

### Specialist Knowledge



<b>Special Requirements</b>	
<b>Emergency Planning</b>	This post will, on occasion, be required to take part in the Council's emergency planning training and may be called upon in the case of such an emergency. Where necessary this will include unsociable hours.
<b>Election Duties</b>	<p>This post will, on occasion and with reasonable notice, be expected to assist with election duties as required and this will include working unsociable hours.</p> <p>A separate payment for election duties will be made as determined by the regional Elections Committee.</p>

<b>Standard Terms</b>	
	<ol style="list-style-type: none"> <li>1. To comply with appropriate legislation, service and Council policies.</li> <li>2. All employees have responsibility under the Health and Safety at Work, etc. Act 1974. These responsibilities are laid out in the Council's Health and Safety policy and procedures.</li> <li>3. To support and be committed to the Council's policy on safeguarding and promoting the welfare of vulnerable groups including, young children and adults; the Council expects all staff and volunteers to share this commitment.</li> <li>4. To support the Council's equality and diversity policies.</li> <li>5. To operate within the Council's IT policies and data protection rules and regulations.</li> <li>6. To operate within the Council's financial regulations.</li> <li>7. Manage budgets and resources ensuring that they are deployed effectively with robust internal controls and compliance with relevant regulations, policies and guidelines.</li> <li>8. To participate in internal committees and departmental working parties to ensure continuous improvement as required.</li> <li>9. Any other reasonable duties as may be required from time to time.</li> </ol>

### Competency Framework

Central to the delivery of the role are the Council's values and behaviours and all employees are expected to work within the Council's Competency Framework. These are shared by all employees and applied to everything we do. The points for each competency are shown below:

<b>Maldon behaviours [competencies]:</b> see the framework in the Performance Review Toolkit for a full list behavioural indicators	
<b>Core Competencies - All Workforce</b>	
<b>Communicating</b>	Expressing information in the best way and timescales that ensures clarity and understanding and responding in the most appropriate manner.



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<b>Managing and Leading People</b>	Providing direction and support to those we work with to ensure service excellence.
<b>Customer Focus</b>	Taking into account customer needs, striving to meet them and providing the best service to our customers and colleagues.
<b>Planning and Managing Work</b>	Planning and managing work to meet individual, team and service objectives whilst achieving quality and value for money.
<b>Analysis and Problem Solving</b>	Assessing and interpreting information in order to support work activities, identify issues and aid problem solving.
<b>Initiative and Decision Making</b>	Taking the right action, based on what we know and being responsible for what happens.
<b>Developing Self</b>	Committed to developing own skills, knowledge and abilities to enhance capability.

All employees are expected to be flexible in undertaking the duties and responsibilities attached to their role and may be asked to perform other duties, which reasonably correspond to the general character of their role and their level of responsibility. All employees are required to be flexible to undertake out of hours work as required, meetings outside office hours will be routine and officers will be expected to attend. This job description will be supplemented and further defined by annual objectives which will be developed in conjunction with the postholder.

This job description will be subject to regular review and the Council reserves the right to amend or add to the details.

**Key Policies**

We are an equal opportunities employer and therefore all staff are expected to comply with our equality policies and help create a work environment in which everyone is treated with dignity, respect, courtesy and fairness. You are also expected to fully comply with health and safety policies and procedures in force to help maintain and develop a safe working environment. In pursuing a practice of continuous improvement and seeking to obtain best value in all aspects of the service, staff will be expected to assist in other such duties as may be allocated for the benefit of the organisation and their own personal development. Staff will be expected to assist if the Council has to deal with the results of a civil emergency.

**This is not a politically restricted post.**

<b>Signed (Job Holder):</b>		<b>Date:</b>
<b>Signed (Service Lead):</b>		<b>Date:</b>

