

MALDON DISTRICT COUNCIL

Princes Road
Maldon
Essex CM9 5DL

www.maldon.gov.uk



Customer Services Officer (SD2328)



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| Job Title | Customer Services Officer | D SCP 13-16 E SCP 17-20 |
| Service Area | Service Delivery | |
| Grade | D/E | |
| Job Reference | SD2328 | |

| Reporting to | Responsible for |
|-------------------------------|------------------------|
| Customer Services Team Leader | None |

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

| Role Purpose |
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| <ul style="list-style-type: none"> • To provide Exceptional Customer Service to all customers. • Maintain detailed and accurate records using appropriate IT systems. • Resolve customer queries efficiently. • Promote self-service and digital channels. • Maintain professional, inclusive, and a helpful approach to customer service. • Ensure compliance with Established Procedures. • Handle customer interactions to completion whenever possible. • Escalate cases to Customer Services Team Leader or other teams when necessary. • To enable the delivery of Council Services. • Possess skills and knowledge to address a wide range of Council service enquiries. • Provide correct and timely advice. |



- Ensure and develop Administrative Support.
- Provide administrative support for Customer Services team.
- Assist with general office tasks.
- Handle scanning, indexing, and post room services.
- Ensure that enquiries, complaints and cases are managed effectively.
- Promote self-service and digital channels.
- Be a role model for the service, demonstrating authenticity, integrity, resilience and compassion and focussing on communication, personal development and wellbeing.

Key Accountabilities

Grade D

- 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 teams 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.

Grade E (in addition to the above):



- Assist Customer Service Team Leaders in maintaining the reference material available to the Customer Services team, meeting regularly with service areas to review and maintain accuracy whilst also identifying upcoming activity which will impact upon customer demand.

| Ways of Working | |
|--------------------------------------|---|
| Collaborative working | <p>Demonstrate self-awareness and an understanding of the values of others to build effective working relationships.</p> <p>Develop and maintain relationships with both internal and external customers, interacting through multiple channels.</p> |
| Customer Service | <p>Playing a leading role in championing the customer and a customer focussed approach to service delivery.</p> |
| Supporting corporate projects | <p>Provide input to service specific projects.</p> <p>Input to and implement strategies, policies, service and financial plans, to ensure statutory and corporate targets are met and provide best value for the council.</p> |
| Performance | <p>Ensuring a focus on team performance.</p> <p>Provide staff with positive leadership, guidance, coaching, direction, and motivation that harnesses the strengths and talents of individuals, achieves their maximum contribution to the organisation and promotes their personal development.</p> |
| Budget management | <p>Ensure the service budget is managed in accordance with legislation, Council policy and good practice, enabling best value for money for the Council.</p> |

Person Specification

| Qualifications |
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| <p>Grade D: Good standard of education with a minimum of 5 GCSEs or equivalent experience.</p> <p>Grade E: Educated to NVQ level 3 / A Level standard or equivalent experience.</p> |



Knowledge, Skills, Ability, and Experience

Grade D

- 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.

Grade E (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.

Special Requirements

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| Emergency Planning | A requirement of this role will be to attend emergency planning training. The role holder will be required to support the Council's emergency planning response. |
| Election Duties | 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. |
| Political Restrictions | This role is not politically restricted. |
| Disclosure Barring Scheme | This role requires a Basic DBS being undertaken prior to any contract of employment being offered. This will be re-checked every three years. |

Standard Terms

1. To comply with appropriate legislation, service and council policies.
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.
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 and expects all staff and volunteers to share this commitment.



4. To support the council's equalities and diversity policies.
5. To operate within the council's IT policies and data protection rules and regulations.
6. To operate within the council's financial regulations.
7. Manage budgets and resources ensuring that they are deployed effectively with robust internal controls and compliance with relevant regulations, policies and guidelines.
8. To participate in internal committees and departmental working parties to ensure continuous improvement as required.
9. Any other reasonable duties as may be required from time to time

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:

| Maldon behaviours [competencies]: | |
|--|--|
| Core Competencies - All Workforce | |
| Communicating | Expressing information in the best way and timescales that ensure clarity and understanding and responding in the most appropriate manner. |
| Managing and Leading People | Providing direction and support to those we work with to ensure service excellence. |
| Customer Focus | Taking into account customer needs, striving to meet them and providing the best service to our customers and colleagues. |
| Planning and Managing Work | Planning and managing work to meet individual, team and service objectives whilst achieving quality and value for money. |
| Analysis and Problem Solving | Assessing and interpreting information in order to support work activities, identify issues and aid problem solving. |
| Initiative and Decision Making | Taking the right action, based on what we know and being responsible for what happens. |
| Developing Self | 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.

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| Signed (Job Holder): | | Date: |
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