

## JOB DESCRIPTION

<b>Job Title: Talk Community Customer Services Officer</b>	<b>Post No:</b>	<b>Grade: 05HC</b>
<b>Directorate: Adults and Communities</b>	<b>Division/ Department: Customer Services</b>	<b>Section/ Location: Blue School House</b>
	Talk Community Operations	
<b>Organisational information:</b>		
Responsible to: Talk Community Customer Services Supervisor		
Professionally responsible to: N/A (where appropriate)		
<b>Quantifiable measures relating to the post:</b> <i>(eg. number of staff managed, number of patients, size of local population, budget)</i>		
Responsible for: N/A		
<b>Key relationships/functional links with:</b> <i>(main relationships with people inside and outside the organisation that the post holder will come into contact with during the course of their work)</i>		
Internal: Revenue and Benefits, Exchequer services, Housing Services, Legal Services, Planning services, Waste, Environmental Health & Trading Standards all other customer facing sections of Herefordshire Council and other local authority service providers as appropriate.		
External: members of the public, voluntary agencies, other local authorities, suppliers, Department for Work and Pensions, Rent Officer Service, employers, registered social landlords, private sector landlords, private businesses, Benefit Fraud Inspectorate, commercial agents acting on behalf of customers.		
<b>Main Purpose of Job:</b>		
Deliver and promote an excellent Herefordshire Council Customer Service to the whole community in accordance with Corporate Customer Service Standards and in line with the Talk Community strategic approach.		
To deal effectively with and resolve all customer enquiries by providing an excellent telephone, face-to-face and digital customer service.		
<b>Main Responsibilities/Accountabilities/Key Result Areas:</b>		
<i>The jobholder will be expected to complete the responsibilities/accountabilities effectively in order to deliver the key objectives of the organisation:</i>		
To be the first point of contact for all customers to the Council across face to face, telephone and e-contact channels.		
To provide information, take payments, book appointments and record requests for service across a range of functional areas across the Council.		

To efficiently and effectively use Customer Service Centre technologies e.g. Customer Relationship Management (CRM) and Library Management System to record and maintain an electronic record of customer details, requests for service and appropriate actions taken.

To support customers in the resolution of interactions either directly or through assisted self-serve.

To utilise the WISH website and other sources of information to effectively signpost customers to support their wellbeing and independence.

To provide support commensurate to the role in the delivery of the Talk Community operations and programme of work.

To provide an effective floor walking capability proactively identifying customers requiring support and ensuring an appropriate resolution to their interaction.

To proactively direct customers to the most appropriate channel to meet their needs providing assisted / mediated self-serve access either by phone or face to face.

Proactively develop and maintain relationships with service specialists to ensure that the service delivered to customers is seamless across Council functions and departments.

Ensure confidentiality of information in respect of records maintained and tasks undertaken in line with agreed policy and relevant legislation. This includes maintaining strict confidentiality in relation to personal information, which may become known to you in the course of your work.

Any other duties that correspond reasonably to the general character of the post and are commensurate with its level of responsibility.

Work in a number of locations/workstations covering a range of duties as and when required.

Receipt, record and account for payments from internal and external customers by a variety of payment methods in accordance with the Council's financial regulations.

**DATA QUALITY**

To follow the relevant procedures for ensuring that information and data is collected and recorded accurately thus enabling the production of reliable analyses and reports.

<b>Job Activities:</b>	<b>Frequency</b>
Provide an effective and efficient experience for customers either via face to face or telephone enquiry service.	Daily
Register customers on-line and update their personal data in compliance with security and data protection requirements	Daily
Assimilate the information needed and accurately assess and process various applications on behalf of customers and engage with council / partner services e.g. Blue Badge, Housing and Council Tax, etc.	Daily
Follow relevant procedures for ensuring that information and data is collected and recorded accurately thus enabling the production of reliable analysis and reporting.	Daily
Log customer enquiries, track progress to resolution within corporate standards and partner SLAs using relevant on-line and paper based systems e.g. Customer Relationship Management Software and partner legacy systems.	Daily
Conduct detailed financial means interviews with customers which may be contentious and negotiate payment arrangements with them.	Daily
Liase and communicate effectively with other service providers to act in the customers best interests and resolve enquiries.	Daily
Provide a telephony service, handling customer enquiries from first contact to	Daily

resolution.	
Where appropriate assist customers with making telephone calls, web searches, setting up and sending e-mails, using photocopiers or completing complex forms.	Daily
Respond to enquiries, providing advice, manual benefits calculations and issuing claims forms.	Daily
Arrange and attend appointments with customers	When required
Conduct "benefits surgeries" conducting interviews and processing benefit applications and changes, system amendments and advising on Revenue and Benefits matters.	When required
Provide a fast track benefit service for new benefit claimants and urgent cases e.g. homeless, evicted.	When required
Identify potentially fraudulent claims during interviews and where they are detected, referring for investigation.	Ongoing
Liaise and communicating effectively with other service providers to act in the customers best interests and resolve enquiries.	Daily
Work in a professional manner at all times with people who may be angry or distressed.	Daily
Investigate and where possible resolve complaints in accordance with current policy.	When required
Make bookings for customers e.g. room hire, Council and partner surgeries.	When required
Provide information, advice and guidance to all customers on any aspect of all council services.	Daily
Undertake market research and customer consultation work, including collecting, collating and calculating data.	On going
Provide written and verbal information on agreed services and if required provide customers with a receipted record of the transaction.	Daily
Provide a cashier service handling incoming revenues due to council and partner services in accordance with council Financial Standing Orders.	When required
In line with Service Level Agreements assess needs of customers and allocate provision and hand over to appropriate back office professionals.	Daily
Deal with complex administrative procedures e.g. defaulter disputes and debtor accounts.	Daily
Ensure effective communication with colleagues and customers.	Daily
Accurately process information, making system amendments and maintaining records relating to council tax and business rates and resolving invoicing enquiries.	Daily
<b>TECHNICAL SKILLS AND RESOURCE</b>	
Undertake cashing up/banking and reconciliation (up to £40k per day) according to council Financial Standing Orders.	Daily
Undertake administrative and clerical tasks, processing orders, filing and photocopying and scanning/indexing documents into the Document Management System.	Daily
Maintain stocks of relevant and up to date customer literature.	Daily
Maintain a detailed knowledge of a variety of computer systems, applications, legislation, policies and procedures, including liaison with Council IT department to keep hardware, software and network systems functioning correctly.	Daily
<b>TEAM WORK</b>	
Actively promote good team working, motivation and co-operation.	Daily
Participate in team meetings, raising issues relating to the provision of services including suggestions where improvements could be made to the service	Daily
Support your colleagues to ensure the local rota effectively delivers the best customer service.	Daily
Support Duty Supervisors to ensure relief staff, emergency repairs and the security of cash, equipment and the premises are maintained effectively to meet local requirements.	As required

Where directed; job shadow/train on services and cascade training to colleagues.	As required
Coach colleagues and other staff and give feedback to Duty Supervisors on training needs.	As required
Assist in the induction process for new members of staff.	As required
<b>WORKING SAFELY</b>	
Maintain personal awareness of the Council's Health and Safety policies and procedures and to fully co-operate with the implementation of Safe Systems of Work.	Daily
Assist with safety and security and maintenance of equipment and premises by checking, fault reporting, following opening and closing procedures and alerting senior staff to hazards.	Daily
Be aware of manual handling procedures when undertaking duties.	Daily
Ensure safety of movement of materials and equipment, pushing trolleys, lifting crates and boxes etc.	As required
Understand and support the work station assessment process.	As required
Understand and undertake duties in compliance with data protection legislation.	Daily
Support and understand responsibilities in relation to lone and safe working.	Daily
<b>PERSONAL DEVELOPMENT AND COMMUNICATION</b>	
Participate in Performance Development Reviews to identify areas of training and personal development relevant to the role and improving understanding of the delivery of the service.	Daily
Undertake training identified in Staff Review and Development Process.	Daily
Maintain personal development by undertaking relief cover, job shadowing and project work as agreed with the Customer Services Supervisor.	Daily
Maintain skills base relevant to all ICT and management systems in order to continuing improving the quality of customer service.	Daily

**Other information:**

1. The opening hours of the service may be subject to review, depending on demand from customers, and this could include working at weekends.
2. The post holder will be required to comply with the organisation's policies and procedures, and to undertake all mandatory training as required.
3. All employees must be able to commit to Herefordshire Council's equality policy and values, treating colleagues and customers with dignity and respect. All forms of bullying and harassment, and the use of inappropriate language, are unacceptable.
4. This Job Description covers the main duties and responsibilities of the job and will be subject to review and amendment, in consultation with the post holder, to meet the changing needs of the organisation.
5. Other activities commensurate with this Job Description may from time to time be undertaken by the post holder.
6. In order to recruit the best people for our organisation, all requests for flexible working arrangements will be considered, and we offer a fully inclusive and accessible recruitment process.
7. The organisation has a no smoking policy. Staff are not permitted to smoke on any of the organisation's premises nor in any vehicle used on organisation business.

<b>Line Manager Name:</b>	<b>Date:</b>
<b>Date Job Description last reviewed:</b>	
September 2020	