

Customer Services Advisor

Closing date: 27/01/2019
Interview dates: 06/02/2019 & 07/02/2019



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Applying For This Vacancy

Please read the information in this document before you complete your application form.

You will need to make clear in your application form:

- **Why you are interested in the position**
- **What relevant skills and experience you have (refer to the Job Description and Person Specification)**

Please complete the online application form in full as shortlisting will be based on the information provided on your application form. CVs will not be accepted.

Go to the job advert page and click on “Apply online”. You will be asked to register before you can complete your online form. Tips on applying online can be found at:

<http://www.bracknell-forest.gov.uk/tipsforonlinejobapplications>

We will be in touch with you via your email address.

You can still access the job details/application pack and view your application form after the closing date by logging into your account. You can also check the status of your application (e.g. whether shortlisting has taken place) in the same way.

Any problems?

If you have any queries about your application, please contact the recruitment team at job.enquiries@bracknell-forest.gov.uk.

If you experience any technical issues with your application, please contact the Jobsgopublic support team at support@jobsgopublic.com or call 0207 427 8250.

Our preferred method of application is online, but if you are unable to do this, please contact the recruitment team, as above.



Dear Jobseeker

Thank you for taking an interest in the post of Customer Services Advisor.

The role is a fantastic opportunity to help shape and develop the services we deliver to our community.

You will join us as we continue on our transformation journey, our focus on enabling customers to interact with us using the communication channel best suited to their needs. You will be a catalyst of change, working with others to harness technology in the quest to provide better information and processes for both our customers and organisation.

Further details of the role can be found in the following pages so, if you have the skills and drive to positively contribute to our team then we would like to hear from you.

I look forward to receiving your application. Good luck!

Toni Ball
Customer Services Manager

Job Description

Department: Resources	Division: Customer Services
Post Reference No: CCS 120	Location: Time Square
Job Title: Customer Services Advisor	Grade/Salary Range: BG-I (SCP 17-23)

JOB PURPOSE

To provide a first point of contact for customers contacting the Council, seeking to resolve enquiries in line with departmental targets through a 'one stop shop' approach.

To deliver the highest quality service within a team environment, as the face of Bracknell Forest Council.

To continually develop the knowledge necessary to handle a diverse range of enquiries at the first point of contact.

DESIGNATION OF POST AND POSITION WITHIN DEPARTMENTAL STRUCTURE

Post holder reports to the Customer Services Operations Manager(s)

MAIN DUTIES AND RESPONSIBILITIES

1. To act as the first point of contact for customers contacting the Council via multiple media channels such as phone, face to face and e-mail.
2. To resolve these contacts at the initial enquiry in line with departmental targets, and where appropriate liaise with service departments to seek first point resolution.
3. To record accurately all service requests and enquiries on a variety of systems.
4. To provide clear feedback to customers on the status of their enquiries.
5. To be the face of Bracknell Forest Council, presenting a professional, friendly and customer focussed approach at all times.
6. To contribute to continual improvements in customer service delivery by embracing new ideas, systems, services, procedural enhancements and sharing that knowledge openly with colleagues
7. To take responsibility for incoming payments promoting the online payment system.
8. To ensure that a high level of liaison and co-operation exists between customer services and other service teams across the Council.
9. To effectively deal with multiple enquiries in one transaction so the customer experiences a 'one stop shop' approach from the Council.

10. To be confident in navigating the Council's own website and others to gain information required and possess the ability to transfer this through to the customer to enhance self-service.
11. To handle a high level of enquiries within a busy environment.
12. To undertake such other works as the Council or the Director of Resources may determine which is compatible with the responsibility levels of this post.

SCOPE OF JOB (Budgetary/Resource Control, Impact)

Maintaining customer service delivery standards and achieving deadlines in accordance with service standards across the Council.

Promoting excellent customer service, by liaising with staff, clients, external organisations and other local authorities as required.

Person Specification

JOB TITLE: Customer Services Advisor	SECTION: Customer Services
DEPARTMENT: Resources	GRADE: BG I

KEY CRITERIA	ESSENTIAL	DESIRABLE
Qualifications And Training	<p>Good general standard of education to GCSE level</p> <p>Customer Service training</p> <p>IT skills with a general understanding of Microsoft Office applications</p> <p>Willingness to progress towards an NVQ in Customer Service</p>	<p>NVQ Level 2 or 3 in Customer Service or equivalent.</p> <p>Knowledge of Microsoft Outlook e-mail system</p>
Competence Summary (Knowledge, abilities, skills, experience)	<p>Experience of working in a customer service environment</p> <p>Ability to :</p> <ul style="list-style-type: none"> • quickly build rapport with customers, showing patience and understanding as required • question effectively to diagnose correct course of action • relay clear and concise instructions • maintain composure and to deal with challenging situations in a positive and supportive manner • to learn and to take on new tasks as required • be adaptable to change • use all relevant supporting systems quickly and effectively 	<p>Experience of providing service delivery in a single point of contact concept</p> <p>Knowledge or experience of working within a local authority</p> <p>Experience of a call centre environment</p> <p>Experience of providing reception services</p>

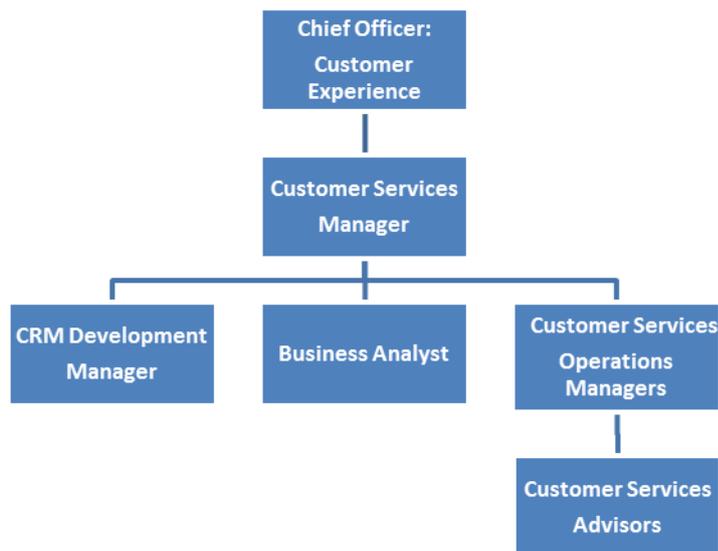
	<ul style="list-style-type: none"> • to compose a clear and customer focussed written response • multi-task whilst maintaining attention to detail 	
Work-related Personal Requirements	<p>Ability to communicate effectively and confidently</p> <p>Desire to work hard to meet customer needs within agreed frameworks</p> <p>Ability to identify and solve customer problems, within agreed frameworks</p> <p>Ability to work on own and as part of a team</p> <p>Smart, professional appearance</p> <p>Self-motivated, able to work with minimal supervision</p> <p>A flexible attitude</p>	
Other Work Requirements	<p>Positive behaviour and attitude towards customers</p> <p>Friendly and approachable business-like manner</p> <p>Versatile in approach to work and able to cope in a busy environment</p>	<p>Contribute to team meetings</p> <p>Look to improve service standards</p>

The Post

Customer Services is part of the Customer Experience section, this section is within the Resources Directorate of the Council.

The post is one of a team of Customer Services Advisors who manage customer interactions across a variety of channels, i.e. telephony, face-to-face, social media, web chat and email

The Section - Showing Customer Services



About the Department

The Customer Experience section is part of the Resources Department

The following link takes you to more information about our Department:

<https://www.bracknell-forest.gov.uk/council-and-democracy/how-council-works/council-staff-and-de>

Location

This position is based at the Council office: Time Square, Market Street, Bracknell.

Work Style / Parking

The work style for this role is "Home-Flex". The role is primarily carried out at our Time Square office; however, there is also the opportunity for some home working on a rota basis.

The extent, timing and location of remote working will be by agreement with your manager and local working practices. Further details of the workstyles can be found in the Council's Flexible Working Policy.

Car parking for this post is allocated to the High Street car park. If you would like a car parking space we will place you on a waiting list when you start your employment with us. Please note there will be a charge for parking which will then depend on your salary and working hours. To find out more information about parking charges at Bracknell Forest Council visit <http://www.bracknell-forest.gov.uk/scale-of-car-parking-charges-in-town-centre-locations.pdf>

You can find out more about Town Centre car parks in Bracknell at <http://www.bracknell-forest.gov.uk/multistoreycarparks>

Alternatively, the bus and train stations are nearby.

Learning and Development

It is important to us that you feel confident and able to do a good job. We actively encourage all employees to take up the wide variety of learning and development available. We use a formal appraisal process and electronic training needs analyses to identify skills gaps and personal development opportunities.

As well as face to face workshops, we support coaching and mentoring opportunities, secondments, project working and access to a range of e-learning.

Values and Behaviours

The council shares a set of values that we try to demonstrate in all that we do.

We are **Forward thinking** – we innovate, we plan, we focus on delivery.

We are **Open-minded** – we learn from what we do and are open to new ways of doing things.

We are **Respectful** of others – and treat them as we would wish to be treated ourselves.

We **Work together** as one Council, and we work together with partners and customers.

We are **Adaptable** - we embrace change, and we are flexible.

We are **Resilient** - we bounce back from setbacks and we find a way to carry on.

We are **Determined** – we have a “can do” attitude.

We show that we have these values in what we do, and how we do it.

It's important that we can learn and change; that we can find ways to solve problems; that we do the right things in the most cost-effective way; that we help to make things happen; that we are business-like in understanding risk, change and affordability; that we work well with others in a positive way.

If this sounds like the sort of people you'd like to work with, then we think we would like to work with you!

Staff Benefits

Please visit <http://www.bracknell-forest.gov.uk/workingforthecouncil>

Terms and Conditions

Our Terms and Conditions are those of the National Joint Council for Local Government Services. The post will be offered as a permanent appointment subject to 1 months' notice on either side.

Offers of appointment are subject to satisfactory references, medical clearance and if applicable to the post, a Disclosure & Barring Service check. All employees will also be required to undertake a probationary period of 6 months. Appointment onto the permanent staff will be subject to the successful completion of this probationary period.

Salary

The salary will be within the local Bracknell Grade I. The grade range is £18,672 - £21,693. The starting salary offered will be £18,672.

Your salary will go up by one point in the grade each year until you reach the top of the grade.

There is also a local weighting of £597 per annum.

Car Allowance

This post carries a Casual Car User Allowance. Business miles are claimed at 45p per mile for the first 8,500 miles and 25p per mile thereafter.

Working Hours

A normal working week is 37 hours. For this post start and finish times are 08.30 to 17.00hrs Monday to Friday, excluding bank holidays. An employee may not work any longer than 5 hours continuously without at least a half-hour break.

The post involves working on a rota with the aim of maintaining the service to the public while allowing a degree of flexibility to the employee.

One full day or 2 half days per calendar month may be taken as time off under the flexi-scheme, subject to approval being obtained from the Manager.

Holidays

The annual holiday entitlement is 23 days plus bank holidays.

Annual holiday entitlement increases with length of service (4 extra days after 3 years continuous Local Government service).

To give you extra flexibility, you have the option of buying, selling or banking annual leave. By arrangement with your manager, you can buy or bank up to 10 days or sell up to 5 days (subject to making sure your leave days do not fall below 20 days per year). This is pro rata for part time staff.

Pension

Bracknell Forest Council operates the Local Government Pension Scheme, which is a Career Average Re-evaluated Earnings (CARE) scheme, open to everyone up to the age of 75. Contributions depend on salary level, for example, a salary of £21,001 to £34,000pa contributes at 6.5%.

More about Applying

References

Please give the names and addresses of two people who will provide a reference. At least one should be from your current/last employer, but references from school/colleges are also acceptable. If you give a home address for a referee, please indicate which employer or school/college they represent.

For posts in contact with children/young people or adults at risk employment references will not be accepted from relatives or people writing solely in the capacity of friends. However, your referees may include someone you know with standing in the community i.e. a teacher, vicar etc

Working in the UK

You must be entitled to work in the UK before you can start work with us. If you have any doubt of your ability to work in the UK visit: <http://www.ukba.homeoffice.gov.uk/visas-immigration/working/>

Positive about people with a Disability



We are a Disability Symbol User and as such have made a commitment to guarantee an interview to all applicants with a disability who meet the essential criteria of the person specification.

To help us with our commitment to this guarantee, please indicate if you have a disability on your application form.

Equal Opportunities

We are an equal opportunities employer and are committed to providing equality of opportunity to all. Our aim is to treat all employees and prospective employees with integrity, respect and consideration.

We aim to ensure that individuals are recruited, selected, trained and promoted on the basis of ability, job requirements, skills, aptitudes and other objective criteria. In this respect we will ensure that no job applicant or employee receives less favourable treatment on the grounds of race, colour, nationality, ethnic or national origin, sex, sexual orientation, religion or belief, age, marital status or disability, or is disadvantaged by conditions or requirements which are not covered by legislation or existing codes of practice.

Medical Questionnaire

You may be asked about your physical ability to perform the job during interview. As a condition of the Offer of Employment, the successful applicant will be asked to complete an Occupational Health questionnaire from which our Occupational Health Advisor will assess your medical suitability to do the job. You may be required to attend a medical examination.

Rehabilitation of Offenders Act 1974

You are required to give details on the application form of all convictions, cautions, reprimands, orders and warnings, except 'spent' convictions. Any information which you give will be strictly confidential and will be considered only in relation to this or a similar position for which you may be considered with us.

You must declare any unspent convictions, cautions, reprimands, orders and warnings. Please see below for details:

Sentence	Rehabilitation period This applies from the <u>end date</u> of the sentence
Custodial sentence of over 4 years or a public protection sentence	Never spent
Custodial sentence of over 2 ½ years up and including 4 years	7 years from the date upon which the sentence is completed
Custodial sentence of over 6 months but less than and including 2 ½ years	4 years from the date upon which the sentence is completed
Custodial sentence of 6 months or less	2 years from the date upon which the sentence is completed
Community Order / Youth Rehabilitation Order	1 year from the date the order was imposed
Fine	1 year from the date the fine was imposed
Absolute discharge	No rehabilitation period
Conditional discharge, bind over order, attendance centre order, hospital order, referral order	Period of order

To find out more about the recruitment of Ex-Offenders visit <http://www.bracknell-forest.gov.uk/guidance-on-the-recruitment-of-ex-offenders.pdf>

What Happens Next To Your Application?

To find out more about the recruitment process please visit <http://www.bracknell-forest.gov.uk/the-recruitment-process.pdf>