

JOB DESCRIPTION			
SERVICE AREA:	Customer Services	GRADE:	AR4
JOB TITLE:	Customer Service Advisor	CAR DRIVER:	Yes
REPORTS TO:	Head of Customer Services /Operations Manager Front Line Services	ESSENTIAL	No
RESPONSIBLE FOR:	N/A	CASUAL	Yes
LOCATION:	Hub – Leek. Required to work at other Alliance locations.	WORK FLEXIBLY BETWEEN ALL SITES	Yes
<p><u>JOB PURPOSE</u></p> <p>To participate in the delivery of a professional and efficient customer service across the Alliance through working collaboratively with all service users to ensure the aims of the Alliance and customer services vision are achieved.</p> <p>To assist and drive forward channel shift to achieve the most efficient and customer friendly ways to access services and adopt a right first time approach to service delivery.</p> <p>To work flexibly across Customer Services and the Alliance to ensure organisational and public service outcome are maximised.</p>			
<p><u>JOB DUTIES</u></p> <ol style="list-style-type: none"> 1. To support in the delivery of all customer service work streams via all channels of access: <ul style="list-style-type: none"> • Digital and Online. • Planning Validation • Correspondence • Frontline processing of transactions 2. To have a flexible approach to cover all customer services streams across all locations within the Alliance. 3. To support all areas of service delivery. 4. To carry out other such duties which the Head of Customer Services and Operations Manager may from time to time require to maintain the efficient and effective running of the services provided. 			
<p><u>CORPORATE RESPONSIBILITIES</u></p>			

1. To comply with, and promote, both Councils' Equalities and Diversity Scheme ensuring that all discrimination is eliminated and referring any instances of perceived discrimination to the appropriate Executive Director.
2. To ensure confidentiality at all times in all matters relating to the work of both Councils.
3. To take every opportunity, where practicable and appropriate, to use information and communication technology to improve service delivery and efficiency.
4. To carry out the above duties and responsibilities in accordance with written arrangements for health and safety and any safe systems of work identified by risk assessments.
5. To support the Council's commitment to good environmental Eco-management by ensuring the most environmentally friendly use of resources by reducing the amount of business travel by using teleconferencing facilities etc.
6. To apply the principles of good Customer Care by taking responsibility, ensuring reliability and having respect for all those for whom the service is being provided, including colleagues and Elected Members.
7. To work flexibly in support of colleagues and to undertake any other duties which may reasonably be requested commensurate with the grade for the post.
8. To adhere to all aspects of confidentiality and Data Protection in order to comply with the law. To observe both Council's policies and guidelines on the Data Protection Act.
9. To adhere to and embrace the standards of behavior required under the Alliance values, CHOICE principles and code of conduct.
10. To be committed to safeguarding and promoting the welfare of children and young people/vulnerable adults.
11. To be deployed to carry out election duties during the working day as required.

JOB REQUIRMENTS

Transport Requirements	Driving required for travel to Alliance locations.
Working Patterns	Customer Service operating hours. Some out of hours work may be required.
Working Conditions	Office based with travel to Alliance locations.
Resources Staff/Finance	
Physical	Working to planned priorities.
DBS	No.