

## JOB DESCRIPTION

### Customer Service Advisor

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<b>Service area:</b>	<b>Customer Services</b>
<b>Reports to:</b>	<b>Head of Customer Services</b>
<b>Responsible for:</b>	<b>N/A</b>
<b>Location:</b>	<b>Leek and Buxton</b>
<b>Work flexibly between ALL sites:</b>	<b>Yes</b>
<b>Grade:</b>	<b>AG2</b>
<b>Salary range:</b>	<b>£23,500 to £25,119 per annum</b>
<b>Car driver:</b>	<b>Yes</b>
<b>Essential/casual:</b>	<b>Casual</b>

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#### JOB PURPOSE

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.

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.

To work flexibly across Customer Services and the Alliance to ensure organisational and public service outcome are maximised.

#### JOB DUTIES

1. To support in the delivery of all customer service work streams via all channels of access:
  - Digital and Online.
  - Planning Validation
  - Correspondence
  - Frontline processing of transactions
  - Contact Centre.

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.

## **CORPORATE RESPONSIBILITIES**

- 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.
- To ensure confidentiality at all times in all matters relating to the work of both Councils.
- To take every opportunity, where practicable and appropriate, to use information and communication technology to improve service delivery and efficiency.
- To carry out the above duties and responsibilities in accordance with any training given, written arrangements for health and safety, and any safe systems of work identified by risk assessments.
- 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.
- 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.
- 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.
- 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 General Data Protection Regulations.
- To adhere to and embrace the standards of behavior required under the Alliance Choice values and code of conduct.
- To be committed to safeguarding and promoting the welfare of children and young people/vulnerable adults.
- To be deployed to carry out election duties during the working day as required.

## **JOB REQUIREMENTS**

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

Basic for DWP access