Cumberland Council

Post Specification

Date	**November 2024**
	8380
Post Title	**Customer Service Centre Administrator**
Job Family	**Business Support**
Job Family Role Profile	**BS7**
Final Grade	**7**

To be read in conjunction with the job family role profile

Service Area description

Customer Solutions – Customer Service Centre Operations

The Customer Solutions team is a key delivery mechanism for the Transformation Programme and the way customers engage with the council and their experience. As part of the Customer Service Centre Operations this role is essential ensuring effective operational delivery of the managed service areas. Providing an enhanced Customer Service and any associated improvements putting health and wellbeing at the heart of everything we do.

Purpose of this post

To assist the Team Leader to deliver a high-quality service that meets the customer needs both internal and external whilst optimising technology and improved processes to deliver an excellent customer focused experience for the residents of Cumberland. Embedding the Customer Service Centre way of working and Cumberland Councils Values.

Key job specific accountabilities

- To provide an efficient, effective focussed Customer Service Centre for all service users, through face-to-face, telephone, email and other channels.
- To work as part of a team providing responsive, flexible, effective, and efficient administrative support within the Customer Service Centre.
- Undertake administrative tasks to support delivery of directorate services for both internal and external customers. This will include communicating across various channels including, but not limited to, face to face, telephone, mail and electronic media.
- Liaise with managers and residents of Cumberland as required to support statutory timescales and requirements and ensure confidentiality is adhered to.
- Liaise with customers and other stakeholders (internal and external) ensuring a courteous and professional approach to queries, including with service users who may be challenging and resolution of emergency situations at short notice.
- To provide information and respond to queries from external and internal customers and in doing so, undertake problem solving, maintain data integrity and ensure information is managed in a secure way.
- Handle enquiries and escalations as required within the team. Proactively resolve complex or contentious complaint issues as required.
- To contribute to the daily workflow supporting team working and providing support and instruction to colleagues and customers if required.
- Contribute to the continuous development of the team to achieve service level agreements and Councils Service Plan.

- To support service development through making recommendations for improvement which are relevant to the specific service area, including systems and procedures.
- Monitoring, reconciling, and processing transactions including using a range of systems.
- To develop and maintain effective working relationships across the Customer Service Centre with the ability to adapt and provide support /cover were directed by the Team Leader to ensure that our services are delivered and effectively managed.
- Depending on the service area the requirement will vary, however a standard approach and service delivery will be required.
- To support the organisation in an emergency response as required.
- Ensure security procedures are adhered to and maintained at all times.

Please note annual targets will be discussed during the appraisal process

Key facts and figures of the post

Budget Responsibilities	• None
Staff Management Responsibilities	• Provide instruction and training for colleagues on areas of work as necessary
Other	• None

Essential Criteria - Qualifications, knowledge, experience and expertise

- NQF or NVQ Level 2, or equivalent experience or knowledge in the relevant work area.
- ICT literate
- Experience of MS office software
- Experience of working within an office environment in a large complex organisation
- Experience in customer service and dealing with Stakeholders Inc. dealing with the public.
- Experience of dealing with challenging situations
- Can demonstrate a working knowledge of processes, procedures, and range of systems and how to apply them within a complex service area.
- Proven experience of the maintenance of accurate records and working to deadlines
- Proven experience of delivering an enhanced customer service
- Excellent problem-solving skills.
- Ability to work across service areas both flexibly and adaptable to change.
- Willingness to undertake training to support delivery of the service.
- Ability to work methodically and remain calm in a busy environment.
- Ability to work with minimum supervision when required.
- Ability to use own initiative.

Disclosure and Barring Service – DBS Checks

- This post does not require a DBS check.

Job working circumstances

Emotional Demands	Reading/Looking at subject matter of a distressing nature or dealing with distressed members of the public depending on service area. There are emotional demands placed on the postholder; the role involves dealing with vulnerable residents at times with challenging and abusive behaviour.
Physical Demands	Travelling to support staff in teams throughout Cumberland Council
Working Conditions	Working at a computer screen for long periods.

Other Factors

- Subject to service areas being supported, DBS check maybe required within the Current guidelines.