

## Job Description

<b>Job Title</b>	Customer Service Advisor
<b>Directorate</b>	Strategy & Change
<b>Service Area</b>	Customer Experience
<b>Grade</b>	4
<b>Competency Level</b>	1
<b>Salary</b>	£27,254 - £31,022
<b>Job Type</b>	Hybrid
<b>Location</b>	Cunard Building
<b>Disclosure and barring service (DBS)</b>	Basic DBS & Baseline Personnel Security Standard (BPSS)
<b>Job Evaluation Ref No</b>	

## Job Purpose

To deliver accessible, world class quality services to all customers by placing them at the heart of the Council's and partner agencies' activity. To provide first point of contact resolutions to customers, maintaining the highest standard of customer service at all times. To embrace continuous improvements, technology developments and change.

### **Directly Responsible For:**

Not applicable

### **Directly Responsible To:**

Team Manager

### **Main Areas of Responsibility:**

- To own individual enquiries, complaints and customer requests through to resolution
- To contribute to the process of continually improving Customer Access to quality, cost effective services
- To promote a positive image of Liverpool City Council, working as part of an integrated team
- To assist with delivering the Council's commitment to Best Value and customer service
- To effectively use all relevant ICT systems and assist in the creation, development and maintenance of records, files and statistical information
- To provide accessible and comprehensive information and advice to customers on all Liverpool City Council services, by keeping up to date with all aspects of services delivered through Customer Access Contact Centre
- To be fully proficient in all aspects of those services delivered through the Liverpool City Council Contact Centre, inclusive of dealing with customer enquiries via multi-channel contact. Full training will be given.
- To use, develop and maintain procedures and codes of working practice that maintain and enhance a quality approach to service delivery.
- To carry out administrative services including duties related to customer contact

- To assist the Team Manager in the development of new staff and trainees through mentoring and job shadowing
- To support contact centre visitors and new starters by allowing them to shadow and listen to calls as and when required
- To undertake knowledge, skills and behaviour-based training, appropriate to the area of work and apply learning in the workplace
- To develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- It must be understood that every employee has a responsibility to ensure that their work, relating to their job complies with all statutory requirements and with Standing Orders and Financial Regulations of the City Council, and to ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice, and the City Council's equality and safety plans
- Comply with the company's policy requirements in relation to equal opportunities and to ensure the implementation and development (where appropriate) of non-discriminatory practices in all aspects of work and service provision
- Undertake, wherever required other responsibilities and duties including work related to 3<sup>rd</sup> party external business, on behalf of the company, where this is commensurate with the grade of the post. This may entail working from other locations
- Responsible for ensuring that all duties and responsibilities comply with all statutory requirements and with Standing Orders and Financial Regulations
- Ensure that appropriate arrangements are in place to provide for a positive work/life balance

## **Supervision and Management Responsibility:**

- No supervision or line management responsibility

## **Budget and Financial Responsibility:**

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact

## **Social Value Responsibility:**

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

## **Physical Demands of the Job:**

- You will be required to sit and use a computer for sustained period of time

## **Corporate Responsibility:**

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance

- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

## Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency **Level 1**.

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

# Personal Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

## Qualification and training

### Desirable

- ICS Qualification/NVQ in Customer Care or equivalent
- Soft skills training

## Experience

### Essential

- Call/Contact Centre, Customer Service Advisor or Customer facing role (A,I, AC)
- Working within a team environment (A,I)

### Desirable

- Working to and achieving challenging targets

## Skills/Abilities

### Essential

- To speak clearly and concisely when dealing with customer enquiries (A,I, AC)
- To be polite and helpful, using tact and diplomacy at all times (A,I)



- To accept constructive feedback and continually strive for further improvement (A,I)
- To be accountable and take responsibility for oneself (A,I)

## **Desirable**

- To demonstrate empathy so that customers feel valued and understood
- To take corporate responsibility by taking ownership for customer issues, even when it's due to the shortcomings of others, ensuring a satisfactory outcome for the customer
- To produce grammatically accurate correspondence i.e. emails to clients/partners/customers etc
- To work independently with little need of supervision
- To learn how to use various software systems such as email/intranet/internet/word excel and other call centre specific software
- To undertake knowledge, skills and behavioural training, appropriate to your area of work (in a class room environment) and apply the learning in the workplace across a wide

## **Commitment**

### **Desirable**

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council

## Other

### Essential

- This post is subject to a Disclosure and Barring Service (DBS) check at the appropriate level
- To achieve performance standards as detailed in key performance indicators (A,I)

### Desirable

- Supporting Contact Centre visitors and new starters by allowing them to shadow and listen to calls as and when required
- To work to all Health and Safety requirements of an office environment

