

# Runnymede Borough Council

## Job Description

### 1. DETAILS

Business Centre:	Customer Service
Post Title:	Customer Services Advisers Community (Primary) / Environmental Services (Secondary)
Division:	Resources
Section:	Customer Services
Grade:	6/7
Work Base:	Civic Centre
Prepared/Agreed by:	WS/FS
Date:	August 2016

### 2. ORGANISATIONAL RELATIONSHIPS

Reports to: Customer Services and Parking Services Manager

### 3. RESPONSIBILITIES FOR RESOURCES

Screen Based Telephony functionality

Visitor/Security Passes

Incoming Post and Parcels

### 4. JOB PURPOSE & OBJECTIVES

#### Job Purpose

- Act as first point of contact and respond to customers accessing the following assigned service areas:
  - Community Services – including Waste, Recycling, Leisure Bookings and Green Spaces
  - Environmental Services – Including Environmental Health, Licensing and Parking

Methodologies used will include:

- In person
- By telephone
- In writing by post, e-mail and text
- By electronic channels including web chat, social media, and mobile applications

## **Objectives**

1. Provide (Primary) expert advice and handle both simple and more complex enquiries for Waste, Leisure and Green Space services.
2. Act as a triage service identifying where sensitive or particularly complex issues in relation to these services should be transferred to back office staff
3. Provide (Secondary) informed advice and handle straightforward enquiries for Licensing, Parking and Environmental Health
4. Provide (General) advice, support guidance and signposting on all council services
5. Collaborate in the implementation of, and training in any new assigned services moved into Customer Services
6. Engage with initiatives that improve service delivery, performance and efficiency as set out in the Customer Service Strategy

## **5. MAIN DUTIES OF THE POST**

### **Customer Service**

- Ensure all customer contacts are responded to in a timely and efficient manner irrespective of which access channel is used
- Investigate and identify customers' needs and requirements and aim to resolve the majority of their enquiries without onward referral by advising and processing as required
- Develop and maintain positive and supportive relationships with customers, managing challenging or hostile behaviour as required
- Ensure all customer interactions are managed and resolved in an efficient and timely manner, managing customer expectations regarding timescales, resolution and fulfilment
- Ensure all customer interactions and procedures comply with agreed codes of working practice and are carried out to the required quality standard
- Deal with routine, simple and complex enquiries in relation to Green Services including Waste, Recycling, Leisure bookings, and Green spaces applying law and policy and demonstrating due attention to customer care and a professional approach at all times

- Where and when appropriate, transfer more complex queries to back office specialists, applying law and policy and demonstrating due attention to customer care and a professional approach at all times
- Ensure customer rights are safeguarded, including risk assessment and consulting others
- Contribute to improvements in call and contact handling activities, systems and content
- Contribute to the handling of incidents and resources
- Log comments, compliments and complaints in accordance with council procedures

### **Communication and Technology**

- Utilise all relevant council and partner ICT systems effectively ensuring databases and information systems are updated accurately and appropriately. Maintain records, files and statistical information
- Process and authorise transactions using appropriate computer based information systems and customer relationship management databases
- Report to the data owner any discrepancies in the information systems or where additional information or advice is needed
- Identify quickly where on-line advice is not readily available re-direct customers appropriately and instigate a remedy with the data owner/author
- Maintain strict confidentiality at all times and adhere to Data Protection legislation and service guidelines on the use of data

### **Contributing As Part of A Team**

- Create a positive work environment that fosters team performance through own work and behaviour
- Contribute to the delivery of team and service Key Performance Indicators.
- Proactively support colleagues, sharing knowledge and experiences and provide and mentoring to new Advisers to enable them to deliver an improved service to customers
- Identify and disseminate good, consistent practice across the team, and recommend improvements that will improve service standards or the efficiency of the team
- Engage and support the introduction of new processes and services into Customer Service

### *General*

*The above is a record of main duties and responsibilities of this post at a given date. As necessary, following consultation duties may change from time to time to meet the requirements of the service.*

**PERSON SPECIFICATION**

**Post Name:** Customer Services Adviser – Community Services/Environmental Services

**Post Number:** BC035

**Completed By:** Fiona Skene

**Date:** April 2022

Essential	How Assessed?		Desirable	How Assessed?	
	A.C	INT		A.C	INT
<b>Education &amp; Training</b>					
Good standard of numeracy and literacy	✓	✓	GCSE or equivalent in English and Maths (at Grade C or above)	✓	✓
<b>Experience &amp; Knowledge</b>					
<b><u>General</u></b>					
Experience in a multi-channel customer services operation	✓	✓	An understanding of data protection principles	✓	✓
Experience using ICT to input and retrieve information	✓	✓	An understanding of customer services operations	✓	✓
Experience in administrative and office procedures	✓	✓			
An understanding of what the customer expects from the service	✓	✓			
<b><u>Community Areas (Primary knowledge base)</u></b>					
Knowledge and understanding of the Council's Refuse Collection procedures(e.g. Green, food, clinical and prohibited waste, missed bins etc)	✓	✓	Knowledge and understanding of laws affecting fly tipping and how it is applied locally	✓	✓
Knowledge and understanding of the Council's Recycling scheme, <b>or</b> Knowledge and understanding of					
<ul style="list-style-type: none"> <li>• Leisure and Sports bookings</li> <li>• Venue and Green area bookings</li> </ul>					
at a sufficient level to provide informed advice and handle straightforward enquiries to an adequate standard					
<b><u>Environmental Services (Secondary knowledge base)</u></b>					
An adequate understanding of the laws governing the various forms of licensing	✓	✓	An understanding of how to handle abandoned vehicle investigations	✓	✓

and parking or proven aptitude to acquire and utilise this knowledge

Essential	How Assessed?		Desirable	How Assessed?	
	A.C	INT		A.C	INT
<p><b><u>Environmental Services (Secondary knowledge base)</u></b></p> <p>Knowledge of Runnymede Parking policy</p>	✓	✓	<p>A good working understanding of the legislation relating to the following areas and how they are applied at Runnymede BC:-</p> <ul style="list-style-type: none"> <li>• Animal boarding licences</li> <li>• Dog breeding licences</li> <li>• Tattoo, acupuncture and other public health licences.</li> <li>• Riding Establishment</li> <li>• Food Safety</li> <li>• Health and safety</li> <li>• Infectious disease investigations</li> <li>• Air and noise pollution investigations.</li> <li>• Dealing with abandoned vehicles.</li> </ul>	✓	✓
<p><b>Personal Qualities/Personality</b></p> <p>Ability to remain calm under pressure</p> <p>Ability to elicit information in a tactful and diplomatic manner</p> <p>Practical</p>	✓	✓			
<p><b>Skills</b></p> <p>Commercially aware – able to identify and respond to commercial opportunities</p> <p>Business-focussed – able to balance customers' requirements with the requirements of the service and organisation</p> <p>Attentive - able and willing to focus on what is being communicated</p> <p>Analytical with good problem-solving skills</p> <p>Ability to absorb range of knowledge required and apply it to practical problems (e.g. legal statutes, laws and precedents and accurately quote and use them)</p>	✓	✓			

Versatile- ability to undertake a wide range of tasks/duties	✓	✓			
Essential	How Assessed?		Desirable	How Assessed?	
	A.C	INT		A.C	INT
<b>Skills</b>					
Adaptable – willing to adapt to new situations and approaches learning new tasks and work in a positive and constructive manner	✓	✓			
Collaborative – able to work in a constructive way with others (e.g. customers, other staff/teams)	✓	✓			
Compliant - implements rules and regulations	✓	✓			
Efficient – able and willing to perform tasks in fastest, simplest and most cost effective ways	✓	✓			
Assertive without aggression	✓	✓			
Organised – able to organise and prioritise tasks to meet timescales	✓	✓			
Productive – Able to deliver outcomes, not simply follow processes	✓	✓			