



Job Summary Overview

Job title	Specialist Customer Service Officer
Career family	Organisational Enablers
Professional pathway	Customer Experience
Career family level	Intermediate / Officer (Tier 7)
Grade	8
Reports to	Team Leader
Financial responsibility	NA
Supervisory responsibility	NA
Reference number	ROP-CUE-2025-7B

Job Summary

Contact Oxfordshire is the first point for initial customer enquiries across several services, including blue badge, social care, and highways, across a number of channels including phone, email, web, and face to face.

As a Specialist Customer Service Officer, you will be first point of contact for the adult social care front door via a range of communication channels. You will be responsible for dealing with enquiries from the public and partner agencies, including medical professionals, the police and the fire and rescue service. These enquiries will include but are not limited to:

- Completing assessments for and ordering disability aids as required
- Identifying and completing adult safeguarding referrals
- Processing emergency service reports and forwarding to adult social care where appropriate
- Completing bed leaver reviews
- Signposting to other Oxfordshire services as part of the Oxfordshire Way

The disparate nature of the role means you will be required to navigate several health and social care systems and databases to support successful service delivery.

As this post will be directly engaging with and supporting customers, you will be able to communicate clearly and confidently, explaining complex information in a simple and accessible way. As this role will involve dealing with complex adult social care calls, the post holder will be able to act patiently and professionally in challenging or emotionally charged situations, including dealing with distressed or vulnerable customers. The post holder will need



The large volume of enquiries into the front door every year will mean specialist customer service officers will need to be confident in managing multiple enquiries.

The post holder will also be able to make independent decisions and identify when to refer and escalate more complex enquiries to a team leader or relevant teams in adult social care. You will develop an awareness of all legislation relevant to the role, including the Care Act 2014.

Specific requirements	Essential <i>Mark with ✓</i>	Desirable <i>Mark with ✓</i>
Qualifications		
Minimum requirement of 5 GCSEs (or equivalent) at Grades A* - C (pre-2018) or Grade 4 or above (post 2018) including Mathematics and English.	✓	
or		
Relevant knowledge and skills gained through work experience		
An ICT qualification or NVQ, Certificate or Diploma in a related field.		✓
Experience		
Previous customer service experience, including having challenging conversations over phone and email	✓	
Experience working in a social care environment		✓
Knowledge of Social Care databases/case management systems e.g LiquidLogic/LAS		✓
Experience of working with vulnerable people.		✓
Skills & Knowledge		
A keen interest in social and health care services and related fields	✓	
A genuine interest in helping people with the ability to actively listen to service users, and to communicate clearly and openly in writing and verbally to establish needs, inform and instruct using a range of channels	✓	
Superior communication skills and a genuine desire to help people; patient, calm and professional manner; able to demonstrate self-control and a confident attitude; able to deal with difficult and sensitive conversations.	✓	
Able to remain calm under pressure, adapt to change, and manage sensitive conversations.	✓	
Proficient in using MS Office, Case Management systems, and other digital communication tools.	✓	
Accepts constructive feedback; responds positively to it and seeks to continuously improve; willingness to undertake training to support personal development and to enhance the quality of service provided to customers.	✓	



Able to make independent decisions and identify when to refer complex enquiries	✓	
Knowledge of, and the ability to signpost to other Oxfordshire based services	✓	
An awareness and understanding or willingness to learn all relevant legislation e.g. Care Act 2014.		✓

Working Arrangements

- The post is not politically restricted.
- Basic DBS check with Barring List is required
- Contractual base as detailed on contract, but you are able to work on a flexible basis in line with our Agile Working Policy.
- Able to travel across the county and work from various office locations within the county.

Health and Safety at Work

All employees have responsibilities for health and safety – both for themselves, colleagues and the people we work with.

The potential significant hazard(s) and risk(s) for this post are identified below (those ticked).

<input type="checkbox"/>	Provision of personal care on a regular basis	<input type="checkbox"/>	Driving HGV or LGV for work
<input type="checkbox"/>	Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects	<input type="checkbox"/>	Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or a council vehicle for work purposes)
<input type="checkbox"/>	Working at height/ using ladders on a regular/ repetitive basis	✓	Restricted postural change – prolonged sitting
<input type="checkbox"/>	Lone working on a regular basis	<input type="checkbox"/>	Restricted postural change – prolonged standing
<input type="checkbox"/>	Night work	<input type="checkbox"/>	Regular/repetitive bending/ squatting/ kneeling/crouching
<input type="checkbox"/>	Rotating shift work	<input type="checkbox"/>	Manual cleaning/ domestic duties
<input type="checkbox"/>	Working on/ or near a road	<input type="checkbox"/>	Regular work outdoors
✓	Significant use of computers (display screen equipment)	✓	Work with vulnerable children or vulnerable adults
✓	Undertaking repetitive tasks	<input type="checkbox"/>	Working with challenging behaviours
✓	Continual telephone use (call centres)	<input type="checkbox"/>	Regular work with skin irritants/ allergens
<input type="checkbox"/>	Work requiring hearing protection (exposure to noise above action levels)	<input type="checkbox"/>	Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)
<input type="checkbox"/>	Work requiring respirators or masks	<input type="checkbox"/>	Work with vibrating tools/ machinery
<input type="checkbox"/>	Work involving food handling	<input type="checkbox"/>	Work with waste, refuse



<input type="checkbox"/>	Potential exposure to blood or bodily fluids	<input type="checkbox"/>	Face-to-face contact with members of the public
<input type="checkbox"/>	Other (please specify):		