

Job Description

Section A: Job Profile

The job profile outlines key information relating to the salary and working conditions e.g., location of a job, along with the current focus of the role and a brief description of the main duties.

Job Details

Job Title:	Customer Service Advisor
Salary:	£24,404 - £28,163
Grade:	Grade 4-6 progression
Hours:	37 hours per week
Team:	Customer Services
Service Area:	Customer Experience
Primary Location:	Customer Service Centre, County Hall, Oxford OX1 1ND
Budget responsibility:	None
Responsible to:	Team Leader
Responsible for:	None
Political Restricted Post:	No

Job Purpose

To be the first point of contact for people contacting Oxfordshire County Council with enquiries about the services we provide via telephone, email, webchat, social media and face-to-face.

You will be responsible for dealing with the enquiries we receive effectively, with a friendly manner, and for creating a positive impression of the Council by using your knowledge of our services to get the best possible outcomes for our customers.

This post holder is responsible for ensuring that all relevant County policies and procedures are adhered to, and concerns are raised in accordance with these policies

Job Responsibilities

- Answering customers enquiries by phone, using a headset and laptop, email, webchat, social media and face-to-face.
- Looking up information for customers on computers and either resolving their enquiries or providing them with other sources of information as necessary.

- Searching, reading and entering customer details and enquiries into a range of database systems.
- Using Microsoft Office products e.g. Outlook and Word.
- Dealing tactfully with complaints and escalating customer complaints appropriately; passing relevant feedback to managers to improve service delivery.
- Checking official documents e.g. Utility Bill, Driving Licence to verify customer identity for a range of services.
- Advising customers about their eligibility for a range of services.
- Processing customer applications for our services and assessing their eligibility for them against a range of statutory duties, guidelines and Council policies.
- Operating appointment booking systems.
- Processing payments including refunds and end of day reconciliation.
- Ability to work as part of a team to deliver the best outcomes for customers; deliver team aims and objectives e.g. to meet the required customer service standards as specified in service level agreements; to support less experienced members of staff.
- With specific regard to members of staff who receive Access to Work funding and as directed by the line manager, provide the following 1-2-1 support:
 - Read documents to staff with visual impairments that they would otherwise be unable to read.
 - Assist staff in answering customer enquiries.
 - Look up information for staff to enable them to resolve customer enquiries or provide other sources of information, as necessary.
 - Search for details of customer's applications on service specific databases to enable the provision of accurate and up-to-date information to customers.
 - Accompany staff to relevant team and service specific meetings and training sessions.
- Working with other teams within the organisation, for whom we deliver services, to review performance, processes and suggest improvements to help resolve customer enquiries effectively.
- Ability to make independent decision and identify when to refer complex enquiries to relevant specialists and other teams within the organisation.
- When necessary, transferring or referring customers to outside organisations and partner agencies to resolve their enquiries.
- With specific regard to the Repatriation service, the ability to accurately follow a process within a tight timeline by working with a range of partner organisations and the ability to do this consistently, to safeguard the dignity of those being repatriated and the reputation of Oxfordshire County Council.
- With specific regard to the Translation service, the ability to broker between the internal customer and the external supplier regarding jobs and payment for them.

- Undertake any other tasks as directed by the line manager and which are commensurate with the grade for this job.
- Commitment to and understanding of Equal Opportunities for all in Employment and the delivery of services to customers.
- Familiarisation with the Council's policies on safeguarding children and vulnerable adults and acting in accordance with the inter-agency safeguarding procedures of the Oxfordshire Safeguarding boards.
- Any other duties as may be deemed necessary to carry out the full remit of the role.

Our Values

Our organisational values underpin everything we do and say and are supported by policies, processes and guidance. In short, our values describe 'the way we do things here' so that we deliver great services for our residents. Our values are:

- Always learning
- Be kind and care
- Equality and integrity in all we do
- Taking responsibility
- Daring to do it differently

Everyone that works for us demonstrates their commitment to these values. We will ask you to demonstrate your commitment to these values, and their associated behaviours, throughout the application process.

Section B: Selection Criteria/Person Specification

This section provides a list of essential and desirable criteria that detail the skills, knowledge, behaviours, qualifications and experience that a candidate should have to perform the job.

Each of the criteria listed below, and your commitment to our values, will be measured through the application form/CV (A) and optionally one or more of the following - a test / exercise (T), an interview (I), a presentation (P) or documentation (D). You must provide a supporting statement as part of your application which includes examples and evidence of when you have demonstrated the criteria listed below.

Essential Criteria	Assessed By:
Qualifications, training and professional registrations. 2 to 4 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.	A, I
Skills and knowledge.	A, I

<p>A genuine interest in helping people with the ability to actively listen to customers and to communicate clearly and openly in writing and verbally to establish needs, inform and instruct using a range of channels including telephone, email, webchat, social media and face to face.</p> <p>Good administrative and ICT skills with the ability to prioritise workloads and process information accurately and in a methodical and organised way using a range of computer applications and information databases.</p>	
<p>Relevant experience.</p> <p>Previous customer services experience or a view on what excellent customer service is.</p>	A, I
<p>Personal attributes.</p> <p>Excellent work ethic with an understanding of the importance of punctuality and reliability to the successful functioning of customer services; flexible and resilient, willing to adapt and learn new skills quickly and in accordance with rapidly changing needs.</p> <p>Superior communication skills and a genuine desire to help people; patient, calm and friendly manner; able to demonstrate self-control and a confident attitude.</p>	A, I
<p>Interpersonal skills.</p> <p>Self-motivated with the ability to work independently; support and motivate others and work as part of a team to achieve performance targets and the best outcomes for customers.</p> <p>Accepts constructive feedback; responds positively to it and seeks to continuously improve; willingness to study a relevant NVQ or equivalent qualification to support personal development and to enhance the quality of service provided to customers.</p>	A, I
<p>Specific requirements for the role.</p> <p>None</p>	
<p>Anything else relevant to the role.</p> <p>None</p>	
<p>Desirable Criteria</p>	Assessed By:
<p>An ICT qualification or NVQ, Certificate or Diploma in customer or public services.</p>	A, D

Experience of working in the local community as a volunteer.	A, I

Section C: Pre-employment Checks

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates. Further information can be found here [Pre-employment checks](#)

Additional pre employment checks specific to this role are identified below (those ticked).

<input type="checkbox"/> Enhanced Disclosure and Barring Service check with Children's and Adults Barred List	<input type="checkbox"/> Enhanced Disclosure and Barring Service check without an Adult/Children's barred list check
<input type="checkbox"/> Enhanced Disclosure and Barring Service check with Children's Barred List	<input type="checkbox"/> Enhanced Disclosure and Barring Service check with Adults Barred List
<input type="checkbox"/> Standard Disclosure and Barring Service check	<input checked="" type="checkbox"/> Basic Disclosure
<input type="checkbox"/> Disqualification for Caring for Children (Education)	<input type="checkbox"/> Overseas Criminal Record Checks
<input type="checkbox"/> Prohibition from Teaching	<input type="checkbox"/> Professional Registration
<input type="checkbox"/> Non police personnel vetting	<input type="checkbox"/> Disqualification from Caring
<input type="checkbox"/> Other (please specify):	

Section D: Working Conditions

This is a guide to the working conditions and the potential hazards and risks that may be faced by the post-holder.

Health and Safety at Work

You are responsible for your own health, safety and wellbeing, and undertaking health and safety duties and responsibilities for your role as specified within Oxfordshire County Councils Health and Safety Policy.

The potential significant hazard(s) and risk(s) for this job 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,	<input type="checkbox"/> Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving

	pushing and pulling) of people (including pupils) or objects		own private vehicle or a council vehicle for work purposes)
<input type="checkbox"/>	Working at height/ using ladders on a regular/ repetitive basis	<input checked="" type="checkbox"/>	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
<input checked="" type="checkbox"/>	Significant use of computers (display screen equipment)	<input type="checkbox"/>	Work with vulnerable children or vulnerable adults
<input checked="" type="checkbox"/>	Undertaking repetitive tasks	<input type="checkbox"/>	Working with challenging behaviours
<input checked="" type="checkbox"/>	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 checked="" type="checkbox"/>	Face-to-face contact with members of the public
<input type="checkbox"/>	Other (please specify):		

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