

Job Description

This form is used to provide a complete description of the specific job and defines the required skills, knowledge, behaviours, qualifications and experience.

Section A: Job Profile

The job profile provides 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 Contact Officer	
Salary Grade:	Salary: £28,163	Grade: 7
Hours:	37	
Team:	FM Service Desk	
Service Area:	Property Team	
Primary Location:	County Hall	
Budget responsibility:	None	
Responsible to:	Operational Manager – Helpdesk	
Responsible for:	N/A	

Job Purpose

This is a brief overview of the key objectives of the job including the context within the team/department.

The purpose of the job is to be part of a FM Service Desk team within Oxfordshire County Council's Property Team. The post holder will assist with providing a high-quality, customer focused first point of contact covering on-line access, telephone, and face-to face contact.

Working closely with the engineering team, the post holder will be responsible for dealing with the reactive repairs and maintenance enquiries the Property team receive from our internal customers such as Fire Service, Libraries, Children's Homes and Community Support Services. The successful candidate should have a warm and professional manner and help to create a positive relationship with other members of the team whilst using the knowledge of our services to get the best possible outcomes for our customers. We are looking for someone who ideally understands effective communication through the use of a CAFM system (computer aided facilities management).

Job Responsibilities

This is a list of the main duties or tasks that the post holder will be expected to undertake.

1. To receive, log and progress any reactive requests from our internal customers via phone, email, CAFM system and in-person. These should be triaged and assigned accordingly to our in-house engineers or contractors with support from the technical supervisors noting the emphasis on prioritising works.
2. To monitor and manage the FM Service Desk email inbox and to direct requests accordingly.
3. Learn to develop a strong understanding of the property service, internal financial systems and relevant service delivery contracts, ensuring that all compliance and health & safety procedures are adhered to by requesting relevant documentation.



4. Establish professional relationships with our third-party supply chain partners and service stakeholders in order to assist in the resolution of issues or concerns.
5. Identify opportunities for process improvements, and be a positive advocate for change, supporting the management team to implement changes
6. Achieve effective cross-team working in the Property team, and other council directorates.
7. To undertake all tasks, duties and responsibilities outlined in this job description, in accordance with departmental and council policies, practices, procedures and standards.
8. To apply consistently the principles of Equal Opportunities, as embodied in the council's policies and practices throughout the duties outlined above.
9. To undertake available training opportunities and show a commitment to continuous development, to maximise your potential and ensure the efficient and effective delivery of council services in particular health & safety and compliance of our Council's portfolio.
10. To undertake any other tasks commensurate with the grading of the post, as required by the manager/supervisor.



Section B: Selection Criteria

This section provides a list of essential and desirable criteria that detail the skills, knowledge, behaviours, qualifications and experience that a candidate should have in order to perform the job. The selection criteria provide a list of essential (no more than 8-10) and desirable criteria (no more than 4). The criteria are aligned to our corporate values.

Each of the criteria listed below will be measured through; the application form (A), 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. You will be expected to address each point separately and, in the order, listed. If you do not complete a full supporting statement in the requested format your application may be rejected.

Essential Criteria

Assessed By:

English and Maths GCSE Grade C or above (or equivalent) or NVQ level 2 administration (or equivalent).	I,D
Good knowledge of Microsoft Office.	I
Evidence of continuing professional development.	I
Excellent time and task management skills and experience of delivering tasks under pressure.	I I
Excellent interpersonal skills including verbal and written communication,	I
Active Communication – actively consults and supports the flow of communication through the organisation and provides a compelling vision to others.	I
Customer focus – retains responsibility for high levels of external and internal customer service through active feedback and a strong understanding of diverse customers.	I
A proactive approach to personal development	I



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Desirable Criteria

Assessed By:

Knowledge of Facilities Management and subjects relating to Health & Safety and Compliance e.g Asbestos/Legionella	I
Previous knowledge/experience of financial process and systems	I
Strong knowledge and awareness of wider Local Authority services	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 include:

<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 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 & 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, pulling) of people (including pupils) or manoeuvring, pushing and objects	<input type="checkbox"/> Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or WCC vehicle for work purposes)	
<input type="checkbox"/> Working at regular/ repetitive basis/height/ using ladders on a	<input type="checkbox"/> Restricted postural change sitting – prolonged	
<input type="checkbox"/> Lone working on a regular basis	<input type="checkbox"/> Restricted postural change standing – prolonged	
<input type="checkbox"/> Night work	<input type="checkbox"/> Regular/repetitive bending/ kneeling/crouching squatting/	
<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 type="checkbox"/> Significant use of computers (display screen equipment)	<input type="checkbox"/> Work with vulnerable children or adults vulnerable	
<input type="checkbox"/> Undertaking repetitive tasks	<input type="checkbox"/> Working with challenging behaviours	
<input 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 type="checkbox"/> Face public-to-face contact with members of the	
<input type="checkbox"/>	Other (please specify):	

Agile Working

All staff may be required to work from a different base or in a different location at some point in the future in line with any Council or school needs. Such changes will be made after proper consultation and shall be deemed to be reasonable after taking into account any personal requirements.



**OXFORDSHIRE
COUNTY COUNCIL**

