

# 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:	Specialist Customer Service Advisor
Salary:	£28,163
Grade:	Grade 7-8 career graded progression
Hours:	37 hours per week Monday to Friday
Team:	Social & Health Care Team
Service Area:	Customer Experience
Primary Location:	Oxford, County Hall – Blend of office-based and work from home
Budget responsibility:	None
Responsible to:	Team Leader
Responsible for:	N/A
Political Restricted Post:	No

### Job Purpose

To be the first point of contact for people contacting Oxfordshire County Council with enquiries about Social Care via a variety of communication channels.

You will be responsible for dealing with the enquiries we receive effectively, with a warm and professional 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

Work in accordance with the County council values and behaviours.

### Job Responsibilities

- Answering enquiries by phone, using a headset and laptop, email, webchat, social media and face-to-face from members of the public and partner agencies including medical professionals, the Police and the Fire and Rescue Service.
- Researching information for customers and either resolving their enquiries or directing them to a relevant and more appropriate service.

- Completion of an initial assessment including referrals for adult social care.
- Prioritise and place service users on social care allocation lists.
- Assessment for and ordering of disability aids.
- Identify and complete adult safeguarding referrals.
- Completion of Carers assessments, support plans and reviews.
- Responding to general enquiries relating to children's social care and children's safeguarding concerns via telephone and email, and responsible for checking social care databases and accurately recording relevant information on forms for internal teams including the Probation service and external partners including the Police and Ofsted.
- Ability to make independent decisions and identify when to refer complex enquiries to relevant specialists in the team, and other teams within the organisation.
- Dealing tactfully with complaints and escalating service user complaints appropriately; passing relevant feedback to managers to improve service delivery.
- Using a range of in-house database systems to search, read and enter service user details, and Microsoft Office including a knowledge of Outlook and Word.
- Recording service specific statistics for monitoring purposes.
- Ability to work as part of a team as relevant, to deliver the best outcomes for service users, and met and exceed team aims and objectives.
- Ability to support less experienced members of staff through development and training activities using a coaching style.
- Identify opportunities for process improvements, supporting the management team to implement changes. Identify and change incorrect or missing information within the knowledge base.
- To develop an awareness and understanding of all relevant legislation e.g. Care Act 2014.
- Undertake any other tasks as directed by the line manager and which are commensurate with the grade for this job.
- To maintain confidentiality and adhere to all Oxfordshire County Council information governance policies, procedures and processes.
- 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.
- With specific regard to acting as a Team Supervisor for the team:- To be the first point of contact for the team and provide appropriate levels of support to staff dealing with challenging and more complex enquiries; to help plan, monitor and review the staff rota and manage staff resource daily to ensure all contacts are answered within service levels and to the required standards across a range of different contact channels; use of phone software to ensure calls are answered, and waiting time is as low as possible; able to assist the Team Leader with more specialised activities as required including the recruitment and selection of staff.

The nature of this post will require flexibility to meet urgent work needs as they arise. This will inevitably entail some work outside normal office hours from time to time.

## 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:
<p><b>Qualifications, training and professional registrations.</b></p> <p>Minimum requirement of 2 to 4 GCSEs (or equivalent) at Grades A* - C (pre-2018) or Grade 4 or above (post 2018) including Mathematics and English.</p>	A, I

or	
Relevant knowledge and skills gained through work experience	A, I
<b>Skills and knowledge.</b>  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 including telephone, email, webchat, social media and face to face.  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.	A, I          A, I
<b>Relevant experience.</b>  Previous customer services experience or a view on what excellent customer service is.  A keen interest in social and health care services and related fields.	A, I    A, I
<b>Personal attributes.</b>  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.  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 service users	A, I       A, I
<b>Interpersonal skills.</b>  Superior communication skills and a genuine desire to help people; patient, calm and profession manner; able to demonstrate self-control and a confident attitude; able to deal with difficult and sensitive conversations.  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.	A, I       A, I

Desirable Criteria	Assessed By:
An IT qualification or NVQ, Certificate or Diploma in a related field.	A, D
Experience of working with vulnerable people.	A, D

## 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 checked="" 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 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
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<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	<input 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 type="checkbox"/>	Face-to-face contact with members of the public
<input type="checkbox"/>	Other (please specify):		