



## ROLE PROFILE

<b>Role Title:</b>	<b>Customer Services Assistant – Revenues and Benefits</b>
<b>Service:</b>	<b>Corporate and Customer Services, Customer Experience</b>
<b>Directorate:</b>	<b>Transformation, Housing and Resources</b>
<b>Accountable to:</b>	<b>Customer Services Team Leader</b>
<b>Grade:</b>	<b>Scale 4</b>
<b>Car Category:</b>	<b>Casual</b>
<b>Work Style:</b>	<b>Flexible Office Based Worker</b>

### Purpose of role

- To provide an efficient and streamlined service to customers of West Lancashire Borough Council and be the first point of contact for Revenue and Benefit enquiries.
- To provide this service via telephony from the Contact Centre.

### Key Objectives

1	To respond to telephone queries to the Customer Services section, establishing which service is required and ensuring that customer issues are resolved.
2	To liaise and consult with management members and staff within teams to ensure service-related queries/issues are dealt with in an efficient and effective manner.
3	To support customers, and colleagues across the Council with the utmost professionalism and with a willingness to learn new processes and systems.



4	To interpret queries/problems generated by customers and to act as their advocate in providing appropriate and timely solutions.
5	To liaise with other council staff and outside agencies / organisations as necessary.
6	To collate data as directed, ensuring the accurate input and maintenance of designated management information systems.
7	When unable to resolve a query, to re-direct to an appropriate officer and to monitor that the customer receives a positive response.
8	To proactively provide feedback to customers on the status of their enquiries.
9	To contribute to continual improvements in customer care by embracing all new IT and systems developments.
10	To have due regard for confidentiality at all times.



## **Scope**

The post holder work as part of the centralised Customer Experience team and provide assistance to customers of the Council, acting as a first point of contact for the resolving of issues relating to Revenues and Benefit services. The post holder will have contact with customers, visitors, Elected Members, their immediate team and service managers/ individuals from across the organisation, answering queries in a professional manner.

## **Work Profile**

### **1. Strategy**

The post holder is a member of the Customer Experience team and as such, will contribute to the delivery of the team's objectives which support the delivery of the wider Corporate Plan.

### **2. Performance**

The post holder will be responsible for the successful delivery of the tasks that they have are allocated and contribute to the overall performance of the wider team.

### **3. Service Quality**

The post holder will assist in maintaining service quality to internal customers, through the effective delivery of their allocated tasks.

### **4. Resource Management**

The post holder does not have any line management or budgetary responsibilities.

The post holder will ensure the appropriate use of vehicles, equipment and personal protective equipment provided to them in order to undertake their own role.

### **5. Supervision and Management**

The post holder does not have any line management or budgetary responsibilities.



## **6. Culture**

The post holder will support the development of a positive organisational culture that is outward looking, evidence based and customer focused.

The post holder will promote equality of opportunity in the delivery of the duties of the role.

## **7. Communications**

The post holder will be expected to communicate professionally and effectively with those contacting the Council and with internal service teams.

## **8. Main Contacts Associated with Principal Duties**

The post holder will have contact with customers, visitors, Elected Members, their immediate team and service managers/ individuals from across the organisation, answering queries in a professional manner.

They may also handle calls and have face to face contact with other parties and external organisations.

## **9. Commitment**

The Council's normal working week for the purposes of calculation of premium rates and enhancements is Monday to Friday 7 am to 7 pm. The Council operates a standard working week of 36 hours.

The post holder will be expected to maintain cover of the service for the hours 08.30am – 5.30pm as per the Council's flexible working hours arrangements.

They must also contribute to team meetings in order to enhance the service being provided; these may be held outside of the Contact Centre's usual opening times (up to 7:00pm) in line with the Council's flexi-time scheme.

Annual/flexi leave restrictions may be put in place in order to maintain service delivery.

## **10. Risk Management**

The post holder will identify any risks that they encounter during the execution of their role and report these to their line manager promptly.





### **11. Working conditions**

The post is office-based but will involve travel to other Council sites to provide support at Contact Centre points.

### **12. Equal Opportunities**

The Council is committed to achieving equality of opportunity both in the delivery of services to the community and its employment arrangements. We expect all employees to understand and promote our policies in their work.

### **13. Customer Focus:**

To meet the Council's Standards of Customer Care at all times.

### **14. Core Tasks**

To undertake any other duties which may be required within the needs of the service that are commensurate with the grade.

### **15. Health & Safety**

All employees have a responsibility for their own health & safety and that of others while undertaking their duties. Employees have a general duty to assist the Council in implementing its general statement on health & safety policy.

### **16. Legislation**

To comply with Data Protection legislation and all other relevant and applicable statutory legislation together with Council policies and procedures

### **17. Training & Development**

To comply with the Council's policies and practices relating to training and development, including a regular development appraisal.

### **18. I.T.**

The post holder is expected to comply with the Council's policies and practices relating to use of I.T. and equipment.



## **19. Creativity**

The post holder can contribute ideas relating to the tasks that they undertake, to their line manager for consideration.

## **20. Decisions and Consequences**

The post holder will usually carry out allocated tasks and duties under the supervision of their line manager.

## **21. Work Context**

The above duties and responsibilities do not include or define all tasks, which may be required to be undertaken by the post holder. The duties and responsibilities may vary without changing the general character of the duties or the level of responsibility entailed. These factors are reflected in the grading of the post.

## **22. Physical Demands**

The post is normally office-based, so no unusual physical demands have been identified.



## PERSON SPECIFICATION

In this section the Skills, Knowledge, Qualification and Competency requirements to perform the role to a satisfactory standard are set out. The extent, nature and level of the role holder's knowledge and skills should be specified

PERSON SPECIFICATION	Examples specific to role	Required		Method of Assessment  Application (A) Interview (I), Testing (T), Reference (R)
		Essential	Desirable	
<b>SKILLS AND KNOWLEDGE</b>  <b>Technical knowledge and qualifications</b>	Minimum qualification of GCSE English and Mathematics at grade C or above (grade 4-9) or (or equivalent) OR equivalent comparable work experience or the successful completion of a West Lancs Apprenticeship placement and qualification in a related subject	X		A
	Knowledge and experience of providing a customer focused front line enquiry service	X		A, I
	Knowledge and experience of providing a customer focused front-line Revenues and Benefits enquiry service.		X	
	Experience of working with database systems to interrogate and monitor service and customer information		X	A, I
	Excellent ICT skills, including ability to use Word, Excel, Outlook, and other packages as required	X		A, I
	Knowledge and experience of using Revenues and Benefits systems.		X	



	Knowledge of relevant legislative requirements in relation to Council Tax and Housing Benefit.		X	
<b>Planning and organising work</b>	Excellent organisational skills	X		A, I
	Excellent administration skills with a high level of attention to detail	X		A, I
	Ability to work under pressure and meet multiple deadlines	X		A, I
	Ability to recognise and handle sensitive and confidential information	X		A, I
<b>Planning capacity and resources</b>	N/A			
<b>Influencing and interpersonal skills</b>	Ability to communicate effectively and remain calm under pressure	X		A, I
	Interpersonal skills	X		A, I
	Ability to work as part of a team with a flexible approach	X		A, I
	The ability to deal effectively with vulnerable customers.	X		A, I
	Excellent listening and questioning skills to establish customer needs/requirements and convey clear and concise responses.	X		A, I
<b>PROBLEM-SOLVING</b>  <b>Using initiative to overcome problems</b>	Enthusiastic and positive attitude	X		A, I
	Able to contribute constructive ideas to the team	X		A, I
<b>Managing risk</b>	Able to identify and report any risks encountered during the execution of the role	X		A, I
<b>Managing change</b>	Able to handle change with a resilient and positive attitude	X		A, I





<b>ACCOUNTABILITY and RESPONSIBILITY</b>	Able to work well with minimal supervision but also as a team player	X		A, I
<b>Undertakes tasks without supervision</b>	Willing to work from other customer service locations and early mornings, evenings, weekends on an out of hours rota	X		A, I
<b>Other</b>	Commitment to Equality	X		A, I
	Commitment to Health & Safety	X		A, I
	Satisfactory Baseline Personnel Security Standard Check	X		<b>Document Checks (includes Basic DBS)</b>
	The ability to fulfil all spoken aspects of the role with confidence through the medium of English language. This includes the ability to converse with ease with customers and colleagues and provide advice in accurate spoken English	X		I

**COMPETENCIES REQUIRED – All post holders must be able to comply with the Council’s Expected Behavioural Standards which include:**

- **Putting customers first;**
- **Being positive and adaptable;**
- **Taking responsibility and achieving results;**
- **Working together;**
- **We do what we say we will do when we say we will do it.**

**In addition, for those posts with management responsibilities the Expected Behavioural Standards will include:**

- **Service delivery and change management;**
- **Financial and resource management.**
- **Leading, motivating and developing.**



**Other information**

- able to travel to meet service delivery requirements
- available to undertake work outside of normal working hours

Signed Line Manager	Signed Head of Service	
Print Line Manager	Print Head of Service	Date