Job Description

This form is used to provide a complete description of the specific job (or role) and defines the skills, knowledge and abilities required to undertake the specific and generic role profile.

Section A: Specific Role Profile

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

Role Details

Job Title:	Customer Contact Support Officer	JEID	R0236
Salary Grade:	H		
Team:	Strategy and Performance		
Service Area:	Business and Customer Services		
Primary Location:	Shire Hall, Warwick		
Political Restriction	This position is not politically restricted.		
Responsible to:	Customer Service Manager: Strategy and Performance		
Responsible for:	n/a		

Role Purpose

To provide Management Information to Business Support and Customer Services in support of channel shift.

To provide proactive support to the Service Managers, in particular to the Customer Service Centre Managers in the provision of management information (MI).

To manage the Customer Service dashboard (Qlikview) on a day-to-day basis.

To provide dashboard support for managers within Business Support and Customer Services and relevant partners through the design and creation of MI and appropriate dashboards.

Role Responsibilities

1. To provide and develop accurate Qlikview forecasting applications which deliver ongoing monitoring of performance targets and indicators to highlight areas requiring improvements in performance to achieve service priorities.
2. To develop all Qlikview applications in line with the current brand image and aesthetics.
3. To advise, develop, implement and use Qlikview applications to co-ordinate and inform the production of appropriate action plans to contribute to performance improvement at service, site, team and individual level and inform future planning.
4. To ensure that the Business Support and Customer Services team and other service teams across the authority are provided with reports on the development of Qlikview applications.
5. To develop the Qlikview application to provide the organisation's reporting requests.
6. Carrying out any other necessary monitoring and management duties which facilitate the development of Performance Management within Customer Service Centre in relation to Qlikview.
7. Develop all Qlikview applications to undertake both quantitative and qualitative analysis to support

annual business planning process.

8. To interpret the Customer Service Centre statistical requirements within the Qlikview framework.

9. To be responsible for the Qlikview application on a day-to-day basis, liaising with ICT staff as appropriate.

10. To gather and analyse MI to provide reports to internal and external teams, and colleagues across Warwickshire Council Council, such as Assistant Directors.

11. Production of reports and analysis of statistical data from multiple systems, including CTalk the telephony system, CRM and customer satisfaction tools, to provide reports on demand for Customer Service Managers and Service Managers across the authority.

12. Research and provide solutions to statistical enquiries.

Generic

13. To uphold the Equal Opportunities, Customer Service standards and Health and Safety policies of WCC.

14. To undertake any other duties as required, which are commensurate with the grading of the *post*.

Section B: Person Specification

The person specification provides a list of essential and desirable criteria (skills and competencies) that a candidate should have in order to perform the job.

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).

Essential Criteria	Assessed By:
NVQ Certificate in ITQ Level 4 (or equivalent) or 3 years relevant experience	A
Highly developed Qlikview applications development skills	A
To be able to use a keyboard with precision and speed.	A,T
Substantial experience of data collection, both computerised and manual.	A, I
Advanced understanding of data analysis	A,I,T
To be able to analyse and interpret factual information to solve problems	A,T
Good standard of information technology understanding	A,I,T
Advanced Excel skills to include pivot tables and macros	A,I,T
Knowledge of database structures	A
Intermediate SQL skills, to allow query building, relationship databases and structure	A
Organised & capable of multi-tasking	A,I,T
Ability to work independently	A,I
The ability to work under pressure including working to deadlines	A, I
Understanding of the need for confidentiality in relation to data management	A
Evidence of commitment to personal development & training	A
Ability to visualise and explain complex information to a variety of audiences, both in written and verbal format	A, I

Desirable Criteria

	Assessed By:
Programming/Information Qualification	A
C++, VB, SSIS, SSAS, SSRS, SWL Server	A
Benchmarking skills	A

Section C: Working Conditions

The working conditions relate to those non-contractual elements of the job that may impact on the holder of the position, as well as those workplace-based responsibilities that are part of this job. These are not contractual but provide a guide to the working conditions and the potential hazards and risks that may be faced.

Health & Safety at Work

To take responsibility for your own health, safety and wellbeing, and undertake health and safety duties and responsibilities for your role as specified within Warwickshire County Councils Health and Safety Policy, and all other relevant health and safety policies, arrangements, procedures, systems of work as specified for the post/ role.

Potential Hazards & Risks

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked). The purpose of recording this information on the job description is so that the health status of the potential and actual post-holders can be assessed with regard to the significant hazards and risks. These hazards and risks should be based on the appropriate activity, process and/or operation risk assessment whereby all of the significant risks are identified, recorded and appropriately controlled. The list below is therefore not an exhaustive list because it is the risk assessment that details all significant risks that could arise out of or in connection with the work activity, but any others will be identified in the 'other' section.

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