

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 Service Advisor	JEID	R0316
Salary Grade:	G		
Team:	Customer Service Centre Supporting People Team		
Service Area:	Resources, Business and Customer Service		
Primary Location:	Bedworth		
Political Restriction	This position is not politically restricted.		
Responsible to:	Customer Service Centre Team Leader		
Responsible for:	-		

### Role Purpose

Our purpose is to provide a high-quality evaluation and response service that is personalised and designed to maximise independence and choice, including the provision of accurate information and advice, signposting and initial problem-solving at the first point of contact.

We provide a county-wide adult social care service that supports vulnerable people, you will be working as part of a team as the single point of contact for requests for information, advice and services from the public, within the Council and other agencies.

### Role Responsibilities

1. To utilise communication and interpersonal skills to engage with customers, carers, family members, other professionals, colleagues and external partners over the phone.
2. To act with professionalism and integrity, being a role model to those around us.
3. To provide a service that meets the needs of the individual and to understand what customers need and be adaptable and responsive.
4. To be able to work in a demanding and pressured environment.
5. To follow the established procedures for each service request including logging, processing and progress chasing enquiries.
6. To work to identified performance management targets undergoing evaluation as appropriate (all telephone calls are recorded for training and feedback purposes).
7. To note and report any change in activity or information relating to Customer Service Centre operations.
8. To identify potential opportunities for improvements and contribute to process development through testing/implementing of procedures and systems.
9. To undertake training in all systems necessary to fulfil the role.

10. To undertake general administrative and housekeeping duties in the Customer Service Centre.
11. To assist in maintaining up to date information on all relevant services and to carry out research as necessary.
12. To identify opportunities for self-development and undertake activities to improve both skills and knowledge.
13. To participate in the induction and training of new Customer Service Advisors.
14. To uphold the departmental Equal Opportunities and Health and Safety policies, ensuring their understanding and implementation by staff for whom you are responsible, if appropriate.
15. To adhere to organisational policy and procedures.
16. 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:

GCSE passes at Grade C or above or equivalent	A
Excellent communication skills both written and verbal ability to communicate effectively with clients, carers, specialist services and colleagues	A, I
Good IT literacy and the ability to effectively use CRM Systems and record information accurately.	A, T
Experience of working in a customer service environment, with the ability to deal with a continuous stream of contacts requesting services, using predefined processes.	A, I
Commitment to the provision of excellent customer service and the ability to identify shortcomings in service and report to Team Leader	A, T, I
Ability to continuously learn new processes and develop appropriate skills	A, I
Ability to work independently, on own initiative and as part of a team.	A, I T
Ability to use initiative in a busy and changing environment	A, I
Experience of handling confidential information and understanding the need for this	A, I
A commitment to anti-discriminatory practices in employment and service provision.	A, T, I
Willingness and ability to take personal responsibility for implementing equality and other strategies.	A, I
Empathy and patience with the ability to remain calm and tactful when dealing with difficult or distressed people	A, I
Ability to interpret information and facts to resolve varied problems	A, I
Demonstrate caring skills to meet the welfare needs of our clients and to be able to advise and guide our clients to solve problems.	A, I

The ability and experience to cope with significant emotional demands, caused by contact from clients who are disadvantaged in some way	A, I
To be able to use own initiative to respond independently to problems and unexpected situations.	A, I
Willingness to undertake training and development opportunities	A, I

## Desirable Criteria

Assessed By:

Experience of using automated telephone handling systems	A,T, I
Experience of health/social care needs and services	A,T, I
Administrative experience	A, I
General knowledge of public and voluntary agencies	A, I
Ability to devise and use office practices	A, I

## 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.

<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, 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 WCC 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 checked="" 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 checked="" type="checkbox"/> Work with vulnerable children or vulnerable adults (not face to face)
<input checked="" type="checkbox"/> Undertaking repetitive tasks	<input checked="" type="checkbox"/> Working with challenging behaviours (over the phone)
<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):	