

## For Non-Streamlined Positions

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:            | Specialist 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), Role-play (R) or documentation (D).

| Essential Criteria  | Assessed By: |
|---|--------------|
| GCSE passes at Grade C or above or equivalent   | A, D         |
| An exceptional standard of writing skills. Displaying a good understanding of English spelling, grammar, and punctuation.   | A, I         |
| Excellent conversation skills, listening attentively, responding appropriately, and displaying confidence   | I, R         |
| Ability to self-identify potential solutions to I.T. problems experienced when working remotely. Good working knowledge of common Microsoft applications.                                 | A, T         |
| Ability to navigate systems to locate specific pieces of information in a timely and accurate manner.   | R, T         |
| Experience of working in a customer service environment.  | A, I         |
| Commitment to the provision of excellent customer service   | A, I, R      |
| Ability to continuously learn, develop and adapt in line with changes to legislation and the needs of the organisation  | A, I         |
| Ability to work productively and independently  | A, I         |
| Desire to be a valued, supportive, and positive member of the team  | A, I         |
| Recognise when it is necessary to seek guidance from a Team Leader  | I            |
| Understanding the importance of handling personal information in line with GDPR   | A, I         |
| A commitment to anti-discriminatory practices in employment and service provision. Willingness and ability to take personal responsibility for implementing equality and other strategies | A            |
| A desire to improve the wellbeing of Warwickshire residents   | I            |
| To be able help someone recognise their own strengths and how they can improve their situation.   | A, I, R      |

|  |         |
|--|---------|
| A commitment to continual personal development, ability to reflect on own performance and be receptive to feedback.                    | A, I, R |
| Ability to learn new things, retain information and apply to day-to-day role   | I       |
| The ability and experience to cope with significant emotional demands, caused by contact from people who are disadvantaged in some way | A, I    |

### Desirable Criteria

Assessed by:

|   |      |
|---|------|
| Experience of using automated telephone handling systems                  | A, I |
| The ability to identify shortcomings in service and report to Team Leader | A, I |
| Experience or awareness of health/social care needs and services          | A, I |
| General knowledge of public and voluntary agencies                        | A, I |
| Experience of remote or hybrid working                                    | 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):   |  |