**Job and Person Profile (JPP)**

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| **Job details** |
| **Job title** | Customer Experience Officer |
| **Job Reference** | 17517 |
| **Grade and Salary** | 3 - £24,404 per annum (pro rata if part time)This role includes performance related pay progression |
| **Service and Team** | Customer Experience, Contact Centre  |
| **Location** | 54 Ipswich Street, Stowmarket, IP14 1AD– Hybrid |
| **Hours per week** | 37 |
| **Status** | **Permanent**  |
| This role may offer the following flexible working options | * *Working part time hours (eg different hours/days to those advertised)*
* *Job sharing*
* *Working compressed hours (eg a nine-day fortnight)*
* *Term time working (including partial term-time working)*
* *Use of flexitime / time off in lieu*
* *Hybrid working options, including some home working*
* *Working from different Council buildings*
* *Working adjusted core hours (eg starting later and finishing later or other patterns)*
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| **About us** |

As a modern and effective council, we understand the importance of being flexible and well-connected in the ways we work. We focus our ambitions on doing what’s right for people, our partners and our communities - both now and for the future.

That’s why, as one of the largest employers in Suffolk, we believe in empowering everyone. Through career variety and collaborative working, accessible career paths and professional development.

The support and care we offer encourages and enables you to be the best you can be. To make a meaningful impact on the world around you. To achieve a unique sense of pride in what you do, why you do it and where. **Reimagine the possibilities.**

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| **Main purpose of the job** |

The main purpose of this role is to provide high quality and professional front line advice to Suffolk County Council’s customers through one point of contact. The customer experience you will provide will be accurate, efficient, friendly and knowledgeable.

Job holders will be responsible for dealing with all incoming customer contact with an aim to proactively resolve the majority or queries at first point of contact.

Contact Channels may include:

* Telephone
* Email
* Web Chat
* Social Media

The role also includes contributing to the development of efficient and best practice operating processes to ensure best possible levels of service to customers.

There will be a requirement to work closely with the rest of the wider service area to ensure that all advice and activities support the business objectives and cultural drivers.

You will be answering customer enquiries at first point of contact by telephone, email web chat and social media for variety of council services. You will provide all customers with prompt, courteous, and knowledgeable service in a busy target driven environment.

Requiring:

* Proven Customer Service experience
* Excellent communication and IT skills
* Call Centre experience is preferred but not essential as training will be given

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| **About the team**  |

This role is a key part of the of the Customer Service team and sits in the overall area of Customer Experience and Service Improvement. The wider team includes Web and Digital Transformation, Social Media, Customer Data and Insight, Customer Rights and Education appeals & Blue Badge.

This is a central team that works in an open plan office environment with the **occasional** opportunity to work from home (roughly a 70/30 split of working time predominantly**working in the in office**) we interact with all parts of the organisation and key relationships include:

* Reports to the Customer Experience Team Leader
* Equivalent colleagues within other service areas
* Colleagues within specialist administrative support office areas
* Customer Experience Officers
* Customers

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| **What you will be expected to deliver in the role** |

**Day to day tasks may include:**

**Service Delivery:**

* Follow appropriate processes, systems and procedures when dealing with customer enquiries.
* Accurately document and generate responses to telephone, email, online, web chat and social media transactions.
* Updating data bases and computer systems accurately and in line with agreed processes and protocols
* Submitting any reports on daily activities as requested.
* Use initiative to solve problems whilst following policy guidelines.
* Develop appropriate levels of knowledge relevant to service area in order to ensure resolution rates at first point of contact are as high as possible.
* Provide accurate and effective advice and guidance to customers on the interpretation of Council policies / procedures / services offered, always seeking clarification where unsure in order to provide accurate advice.
* Assist in the smooth operation of the service by assisting others in resolving customer issues when required.

**Continuous Improvement:**

* Identify opportunities to further develop ‘self service’ activities that meet customer needs and create efficiency savings.
* Be alert to customers requests for potential additional services and forward these requests to management.
* Provide ideas and advice to other team members and management to improve customer service and the delivery of services.
* Take the initiative to keep up to date, learning and using knowledge of new and changing operating systems, policies, processes and IT systems to continually improve the quality of service and advice given.

**Responsibility for People:**

* Train new colleagues on the job and cover for holiday and absence as required.
* Work as part of a large team to achieve shared objectives and targets.

**Strategic Management:**

* Actively participate in team meetings.
* Participate in training sessions as required and apply the learning back in the workplace.

**Responsibility for Finance and Physical Resources:**

* Use resources within defined policies, processes and protocols

**Relationships and Customer Contact:**

* Ensure excellent customer service is provided to each and every customer to build a positive relationship between your customers and Suffolk County Council.
* Communicate effectively with customers by demonstrating listening skills and seeking clarification to define queries in order to provide accurate advice.
* Guide customers through the correct process to achieve the desired outcomes for customers and the Council.
* Encourage customer feedback and ensure that appropriate action is taken where necessary.

Although this list provides examples of what you will be doing it’s not intended to be exhaustive, and you will have personal objectives linked to our People Plans and Strategies that will be discussed and agreed with your line manager when you start.

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| **Person Profile – what you will bring to the team** |

**Qualifications and professional memberships**

1. Relevant customer service qualification, NVQ2, etc

**Values and personal qualities**

1. Demonstrates a passion for making a positive difference for Suffolk.
2. Shares our [**WE ASPIRE**](https://www.suffolk.gov.uk/jobs-and-careers/working-for-suffolk-county-council/our-weaspire-values/)Values and strives to lead by example in relation to these.
3. A strong commitment to fairness and Equality, Diversity and Inclusion (EDI).
4. Strives to continuously improve in everything they do, taking the initiative to learn and develop.
5. Brings creativity into their work through innovation and openness to change.
6. Collaborates well with others and offers assistance and support to colleagues.

**Specialist knowledge skills and experience**

1. Good literacy and numeracy skills
2. Highly IT literate with a good working knowledge of basic office software systems such as Word, Excel, email and internet
3. Good keyboard skills and the ability to listen and enter data simultaneously.
4. Thorough knowledge and understanding of the principles of excellent customer service.
5. Ability to identify and solve problems.
6. Ability to use initiative to find information from a variety of sources in order to resolve a problem or situation.
7. Ability to understand and interpret policies and procedure documents in order to be able to give advice and guide customers through the correct process.
8. Basic knowledge of any national government legislation, regulations or guidelines, which may impact service delivery.
9. Ability to listen and question effectively to gather appropriate information to resolve customer queries effectively.
10. Ability to communicate with customers in a clear and tactful manner, show empathy and resolve conflict effectively through a range of mediums including telephone, digital and written correspondence.
11. Willing to share and exchange ideas/information with others.
12. Ability to work collaboratively as part of a team to achieve agreed outcomes.
13. Flexible and open to change with the ability to adjust behaviour to adapt to new processes, systems, responsibilities or working environment.
14. Ability to remain calm under pressure at all times.
15. Ability to carry out repetitive tasks while maintaining excellent attention to detail.
16. Excellent organisational and time management skills and the ability to prioritise work to achieve deadlines and team objectives.
17. Ability to train and coach others

**Additional requirements**

1. Willingness to learn and develop knowledge and skills with training to improve quality of advice given to customers

If you think you have what it takes to be successful in this role, even if you don’t meet all the criteria, please apply. We’d appreciate the opportunity to consider your application.

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| **Travel requirements** |

**No Travel Requirements -**We positively encourage the use of technology to communicate and engage and in this role, there is no expected requirement to travel to other locations.

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| **Our values – WE ASPIRE** |



At Suffolk County Council our WE ASPIRE values set out the behaviours we expect from everyone in the organisation regardless of who they are, what their role or grade is or where they work.

The values have been developed through feedback and input from employees at the council and underpin how we go about our everyday work. They define us and help us to be the best we can be.

Visit our [**careers pages**](https://eoce.fa.em3.oraclecloud.com/hcmUI/CandidateExperience/en/sites/CX_3001/pages/11002) for more information on our WE ASPIRE values.

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| **Our Customer Commitment** |



In addition to our WE ASPIRE values, we also have a **Customer Commitment** which sets out a number of strong principles that help support high standards of customer service and care that we can all endeavour to consistently demonstrate.

For more information, view our [**Customer Commitment poster.**](https://sccrecruit.blob.core.windows.net/assets/SCC/Other-Docs/17.06.2020_%20CUSTOMER_COMMITMENT_POSTER.pdf)

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| **More information for recruitment applicants** |

We offer a fantastic working environment including diverse and active staff networks,

great flexible working options and many benefits, as well as the opportunity to improve the lives of Suffolk residents.

Visit the [**Suffolk County Council career website**](https://eoce.fa.em3.oraclecloud.com/hcmUI/CandidateExperience/en/sites/CX_3001/pages/11002) to learn more, including information about adjustments to recruitment processes, our interview schemes and other commitments to equality, diversity and inclusion.