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| **Job details** | |
| **Job title** | Customer Liaison Coordinator |
| **Job Reference** | 20449 |
| **Grade and Salary** | 4 - £28,598 per annum (pro rata)  This role includes performance related pay progression |
| **Service and Team** | Highways – Customer Experience and Community Works |
| **Location** | Phoenix House, 3 Goddard Road, Ipswich, IP1 5NP – Hybrid working |
| **Hours per week** | 22.2 |
| **Status** | **Fixed Term or Secondment for up to 12 months (maternity cover)** |
| 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** |

To co-ordinate customer service activities; receiving local customer service reports and requests that cannot be resolved by the corporate customer service centre or available online information; co-ordinating the response from within the Community Engagement and Minor Works Team with support from elsewhere within Suffolk Highways; and ensuring the advanced notification of works to local stakeholders.

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| **About the team** |

Suffolk Highways is a collaboration between M Group and Suffolk County Council to meet the primary objective of maintaining roads and delivering new highway infrastructure in Suffolk. Personnel from both organisations work together in integrated teams as part of an alliance that aspires to be as effective, efficient, respected as possible and at the forefront of highway maintenance and improvement service delivery. All personnel in Suffolk Highways shall work to a shared set of values and behaviours.

**Suffolk Highways’ values**

* We work together to achieve the best that we can and support one another in our work as one team.
* We look ahead so that we may better inspire each other to continually improve and take pride in what we do and the service that we provide to our customers.
* We make things happen by empowering, encouraging and motivating our colleagues and by showing respect to all people that we work with and for.

**The expected collective behaviour of all Suffolk Highways’ employees**

* We collaborate and work as one team to provide the best possible highways service for Suffolk.
* We take responsibility and do what we say we will do efficiently and effectively.
* We act in a professional manner and demonstrate integrity as we strive to resolve problems and achieve positive outcomes.
* We are here for and will communicate clearly with our customers and be considerate of their needs and aspirations.
* We model our values in everything that we do.

**General role expectations**

* Manage yourself and your personnel (including local community representatives appropriately empowered by Suffolk Highways) by taking responsibility for your own and their personal development, motivation, performance, behaviour, health, safety and general wellbeing through the application of appropriate policies, procedures and management techniques.
* Plan and be creative in the use of resources through the meaningful application of technology, systems thinking, smarter ways of working, time management and project management tools and techniques.
* Think critically and analytically to provide clarity of vision to others, make decisions and recommendations based on a sound rationale, and influence the development and implementation of strategies for positive change.
* Be an effective ambassador for Suffolk Highways and deliver meaningful, convincing and motivational communications internally and externally to a wide range of audiences.
* Work collaboratively with others to build relationships and a network of contacts that will deliver the best outcomes for people and places in Suffolk, whilst accounting for and responding to customer satisfaction and future needs.
* Respond to increasing financial pressure by being creative, innovative and cost-focused, exercising strong financial judgement and risk management to secure optimum efficiency savings, cost reductions and profitability without sacrificing service quality.
* Strongly contribute to the shaping of an asset management culture and champion asset management principles and best practices within Strategic Services, ensuring value for money in providing a quality service.

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

**Day to day tasks may include:**

* Provide assistance to the customer service centre in identifying existing sources of relevant information to deal with customer service requests or secure this information from other parts of Suffolk Highways and share this with the customer service centre;
* For incoming customer service requests, take ownership of requests, liaising with appropriate parts of Suffolk Highways for specialist areas of the service or prioritise and assign these to Highway Assessment Officers for inspection/investigation;
* Gather relevant information from Highway Assessment Engineers, the Community Liaison Engineers or other parts of the local Control Hub in order to provide a suitably co-ordinated response to the customer concerned in terms of the content of their service request;
* Work with Professional Services, Programme Managers and Infrastructure Operations personnel to develop notification information (such as leaflets, letters, website content, posters etc) for local schemes/works for which advanced publicity is considered necessary, in line with the Customer and Stakeholder Engagement Plan and ensure that this is made publicly accessible in a timely and effective way;
* Work with the County Council’s corporate communications team to co-ordinate scheme publicity with media engagement, where necessary;
* Help maintain a strong and effective link between Suffolk Highways and parish, town, district/borough councils and other suitably founded local community groups (such as neighbourhood watch) to provide constantly improving local understanding and support in the delivery of highway infrastructure maintenance, improvement and enforcement activities;
* Maintain strong links with all Suffolk Highways service areas to keep an overview of local and county issues and thereby provide a conduit for parish, town, district, borough and county councillors into relevant Suffolk Highways service areas where this is otherwise unclear;
* Work with Customer Experience and Community Works team colleagues to enhance the online and support service to eliminate future instances of gaps in transparency and accessibility to relevant information;
* Work closely with parish, town, district and borough councils (as necessary) in providing advice on highway nuisances such as obscured signs, damaged street furniture, overgrown hedges, dangerous trees, local community event signage and unauthorised occupations of the highway, liaising as necessary with other Suffolk Highways service areas;
* Liaise with the local Highway Assessment team and the local Control Hub personnel to retain an overview of operational response to customer service requests;

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 qualification such as NVQ3 or equivalent level of knowledge and experience
2. Customer service-based qualification or equivalent experience
3. Evidence of continued professional development

**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. High levels of literacy and numeracy skills;
2. Good working knowledge and proficiency in the use of MS Word, Excel, Outlook and SharePoint
3. Preferably, good working knowledge and experience of the Insight and Works Manager software systems;
4. Clear ability to understand and interpret policies, procedures and relevant legislation and effectively communicate to others at a variety of different levels;
5. Good knowledge of any national government legislation, regulations or guidelines, which may impact service delivery
6. Experience of researching, producing and evaluating management information;
7. Experience of leading several projects simultaneously potentially spanning different service areas;
8. Ability to interrogate systems from an ‘expert user’ perspective;
9. Good knowledge of relevant policy, codes of practice, design and construction standards for highway infrastructure maintenance;
10. Good knowledge of legislation and procedural context relevant to highway maintenance (particularly the Highways Act and the New Roads and Street Works Act) in conjunction with some experience of highway enforcement issues;
11. Excellent organisational and project management skills;
12. Experienced in providing a wide range of customer service skills, particularly in handling difficult customers;
13. Excellent political awareness (i.e. the role of County Councillors, other local councils, the sensitivity of particular topics);
14. Excellent verbal and written communications skills required to convey varied and/or complex information with a range of audiences, including staff of all levels, members of the public etc
15. Ability to adjust behaviour to suit new procedures, systems, or responsibilities and present change positively to staff ensuring successful implementation;
16. Ability to remain calm under pressure and create a productive and effective working environment;
17. Well-organised with an ability to plan, prioritise, manage own and organise others’ workload on a day by day basis to meet timescales and budgets;
18. Knowledge and understanding/interpretation of technical reports;
19. Organised, logical forward thinker and positive problem solver;
20. Proactive, forward thinking and, in appropriate circumstances, assertive.

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** |

* **Infrequent Travel** - On occasions, there may be a requirement for you to travel using reasonable and suitable means available to you.

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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** |

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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.