**Job and Person Profile (JPP)**

**THIS IS THE ROLE YOU WILL ASPIRE TO DURING YOUR TIME AS AN APPRENTICE**

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| **Job details** |
| **Job title** | Business Support Officer |
| **Job Reference** | 20571 |
| **Grade and Salary** | 3 This role includes performance related pay progression |
| **Service and Team** | Customer Service Operations - Blue Badge Team |
| **Location** | Customer Service Centre, 54 Ipswich Street. Stowmarket, IP14 |
| **Hours per week** | 37 |
| **Status** | **Fixed Term** up to 21 months (Apprenticeship) |
| 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** |

Job holders will undertake a comprehensive range of administrative duties and deal with incoming customer contact within the Blue Badge Team, to support the efficient delivery of services for applicants who apply for a Blue Badge through Suffolk County Council. The customer experience you provide will be accurate, efficient, friendly and knowledgeable.

Requiring:

* Proven experience of understanding and interpreting policies and procedure documents in order to be able to give advice, guide applicants through the correct process and make decisions.
* Excellent communication skills both written and verbal and digital with a real passion for delivering outstanding customer service.
* Quick and accurate typing and strong IT skills.
* Ability to thrive in a busy and target driven team environment.
* Excellent organisational and time management skills and the ability to prioritise work to achieve deadlines and team objectives.
* Ability to Listen, Speak and Input Data simultaneously

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| **Typical responsibilities of a role at this level** |

**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 small 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 our customers and Suffolk County Council.
* Communicate effectively with customers by demonstrating listening skills and seeking clarification to understand 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.

**Level of Autonomy and Decision Making**

* Work is predominantly covered by guidelines and procedures but you will be expected to use initiative e.g. when resolving enquiries or prioritising your work.
* You will report to a supervisor / manager who will be available for direction and guidance on more difficult problems.

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| **About the team**  |

The Blue Badge team are a small and friendly team who are a key part of the Customer Service team which sits in the overall area of Customer Experience & Service Improvement. The wider team includes the Customer Service contact centre, Customer Rights, Education Appeals, Digital and Change & Service Improvement.

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

**Day to day tasks may include:**

* As a Business Support Officer, you will be assessing Blue Badge applications against the Department for Transport (DFT) eligibility criterion. You will be verifying supporting documentation and medical evidence. You will be answering customer enquiries at the first point of contact by telephone, email, and using government systems alongside our internal Blue Badge computerised system. You will provide all customers with a prompt, courteous and knowledgeable service.
* You will also be:
* Providing accurate and effective advice and guidance to customers about the Blue Badge application process/rules of the Blue Badge scheme
* Delivering a telephone assisted Blue Badge application service to those customers who do not have access to the internet and are applying for the first time or renewing their current Blue Badge.
* Carrying out associated administration tasks of the Blue Badge process.
* Working in a busy and target driven environment.
* You will be passionate about getting it right first time and putting the customer at the heart of everything that you do.

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. NVQ level 2 in an appropriate subject i.e. Business Administration or Customer Services or equivalent knowledge and experience.
2. NVQ level 3 in an appropriate subject or equivalent knowledge and experience. (Desirable)
3. Good standard of literacy and numeracy required.

**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/)](https://www.careers.suffolk.gov.uk/home/about/our-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.
7. Demonstrates self-awareness and aims to improve their work.
8. Committed to working as part of a team.
9. Flexible in approach to meet the demands of the post and team.

**Specialist knowledge skills and experience**

1. Demonstrable experience in a range of office procedures.
2. Proven experience in a health and social care background (Desirable)
3. Proven experience of interpreting policies and decision making (Desirable)
4. Demonstrates an understanding of confidentiality and data protection requirements in the workplace - GDPR (Essential)
5. Good verbal and written communications skills (Essential).
6. Ability to provide accurate advice and guidance to customers on the Blue badge scheme and other relevant organisations (essential).
7. Experience of maintaining accurate records (Desirable).
8. Good working knowledge of Microsoft packages, e.g. Word, Excel, PowerPoint, Outlook etc. (Essential)
9. Previous experience of government systems (Desirable)
10. Accurate keyboard skills for use in requesting information or responding to emails etc (Essential)
11. Ability to take responsibility for delivery of tasks. Where appropriate, support colleagues in managing their workloads (Essential).
12. Research and problem solving skills to deal with queries and issues (Desirable).
13. Demonstrable experience to accurately touch type whilst talking to customers over the phone simultaneously and requesting information or responding to emails etc (desirable)
14. Understands customer needs and knows how to deliver a good customer service experience (Essential).
15. Demonstrates a positive attitude, commitment and enthusiasm (Essential).
16. Ability to deal with a range of customers, some of whom may occasionally be angry or distressed, bringing situations to a confident conclusion (Essential).
17. Professional and polite when dealing with colleagues and customers (Essential).
18. Provides accurate, timely advice, resolving queries and solving problems (Essential).
19. Works effectively as a member of a team, supporting team members and demonstrating a flexible approach (Essential).
20. Ability to train colleagues and provide cover for team members in their absence, where appropriate.
21. Works on own initiative.
22. Good knowledge of a particular area of public services or of external agencies or partner organisations (Desirable).
23. Knowledge of own and others responsibilities for health and safety.
24. Ability to contribute to the delivery of continuous improvement of administration systems, processes and services.

**Additional requirements**

1. Willingness to develop knowledge and understanding of the services provided by the Council.
2. Willingness to learn relevant procedures and systems.

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://www.careers.suffolk.gov.uk/home/about/our-values) to learn more, including information about adjustments to recruitment processes, our interview schemes and other commitments to equality, diversity and inclusion.