

<b>Title</b> <b>Customer Service Advisor Level 2</b>	<b>Department</b> <b>Chief Executives, HR &amp; Customers</b>	<b>Post Ref.</b> <b>Salary Grade 4</b>
<b>Job Purpose:-</b>  To be the first point of contact, carrying out detailed triage of Adult and Social Care calls, providing information, advice, handling queries and questions, in line with the Adult Social Care Strategy.		
<b>Key Responsibilities</b>  <ol style="list-style-type: none"> <li>1. To effectively handle inbound, outbound telephone calls, e-mails and back office triaging from members of the, public and service users, on behalf of our Adult, Social Care &amp; Health and Public Protection Department.</li> <li>2. Promote independence and personalisation to ensure that service users and carers can assess and manage their own needs, risks and uncertainties within their living environment and meet their identified short- and long-term outcomes.</li> <li>3. Identify community and other support resources, maximising individuals' assets, preventative/universal services and other funding sources, in line with the Adult Social Care Strategy and the concept of 'just enough' support to liaise with other service units to ensure effective service delivery.</li> <li>4. Gather information through strength based questioning techniques, provide information, advice and support to service users and their carers.</li> <li>5. Contribute to practice and service development which may include working flexibly as the service demands.</li> <li>6. To maintain accurate up to date records in accordance with the GDPR, ensuring data is always stored accurately and to have regard for the confidential nature of the work and not to discuss or disclose information to unauthorised parties.</li> <li>7. To take ownership of calls and ensure that outstanding tasks are followed up and dealt with to the satisfaction of the customer and NCC</li> </ol>	<b>Key accountabilities</b>  Alert managers of issues that could affect performance. Maintain effective working relationships and contribute to a working environment which is safe, considerate and supportive to all, in accordance with relevant legislation and policy. Take reasonable care of your health, safety and welfare, and that of other persons who may be affected by the performance of your duties. Working in accordance with policies and procedures around information management and data protection.  <b>Training:</b>  You will keep under review your own development needs and keep yourself informed of current issues within the context of the "Corporate Training and Development Policy". Where appropriate, you will contribute towards the Corporate & Departmental objectives by participation in intra- and inter-departmental working teams.  <b>Equal Opportunities:</b>  Within resource constraints, you will ensure that you promote and deliver fair, sensitive and quality services to ALL existing and potential users of Nottinghamshire County Council.  <b>Customer Care:</b>	

<ol style="list-style-type: none"> <li>8. To deliver a customer-focused service which reflects the standards set out in the Council's "Customer Service Code of Practice" and individual Service Level Agreements.</li> <li>9. To assist with the delivery of staff coaching, training, offering advice and guidance as required.</li> <li>10. To keep abreast of service developments and organisational changes in order to provide accurate information and advice.</li> <li>11. To ensure confidentiality of information in respect of records maintained and tasks undertaken in line with agreed policy and relevant legislation. This includes maintaining strict confidentiality in relation to personal information, which may become known to you in the course of your work.</li> <li>12. To uphold the Customer Service Centre team vision through our business plan objectives and work professionally in accordance with the County Council's policies, procedures, standing orders and financial regulations.</li> <li>13. To provide appropriate support in contingency or civil emergencies as requested (including if necessary 24-hour call-out duties)</li> <li>14. Any other duties that correspond reasonably to the general character of the post and are commensurate with its level of responsibility.</li> </ol>	<p>Within resource constraints, you will promote and deliver services in a way which is sensitive and responsive to those receiving such services, and be aware of and implement the County Council's customer care policies.</p> <p><b>Environmental:</b></p> <p>You will work in accordance with the County Council's green policies and established office and work practices.</p> <p><b>Technology:</b></p> <p>In accordance with "The Introduction of New Technology Agreement", you will work with computers, new technology and associated systems as required.</p> <p><b>Other Duties:</b></p> <p>This job description indicates the main areas of activity of this post. From time to time, however, other tasks/duties may be required but these will fall within the general area of responsibility and grade of post. Any changes which are of a permanent nature will, following consultation with you, be included in the job description in specific terms and will be formally issued to you.</p> <p><b>Hours:</b></p> <p>37 hours (operating hours are within 8am – 5:30pm Monday to Friday and occasional Saturday mornings – as when to meet the needs of the business).</p> <p><b><i>The Post holder will perform any duty or task that is appropriate for the role described.</i></b></p>
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<b>Person Specification</b>	
<b>Education and Knowledge</b>	<b>Personal skills and general competencies</b>
<ol style="list-style-type: none"> <li>1. Educated to GCSE level or equivalent (or appropriate experience)</li> <li>2. Knowledge of community care services and voluntary support within a health or adult social care type settings.</li> <li>3. Knowledge of the legislation and policies in relation to adult community care services.</li> <li>4. Knowledge of current Adult Social Care and Health policy drivers</li> </ol>	<ol style="list-style-type: none"> <li>5. Puts into practice the Council's commitment to excellent customer care.</li> <li>6. Works efficiently and effectively and actively looks for ways of improving services and outcomes for customers.</li> <li>7. Works well with colleagues but also able to work on their own initiative.</li> <li>8. Shares the Council's commitment to providing a safe environment for customers and staff and treating all with respect and consideration.</li> </ol>
<b>Experience</b> <ol style="list-style-type: none"> <li>9. Experience of working in a social care environment, through statutory or voluntary work experience, would be desirable.</li> <li>10. Experience of independently managing and prioritising demands and tasks to meet key objectives.</li> <li>11. Well-developed listening skills and the ability to quickly assimilate and accurately record complex information.</li> <li>12. Ability to remain calm and tactful in dealing with service users, customers, carers and colleagues.</li> <li>13. Knowledge of County Council Services and Public Services.</li> <li>14. Understanding of Data protection and confidentiality principles</li> <li>15. Good verbal and written communication skills with the ability to communicate effectively with people at different levels using all access channels.</li> <li>16. Ability to utilise information and communications technology to access and communicate information.</li> <li>17. Strong technical skills and able to use a variety of software applications with accurate keyboard skills.</li> <li>18. Ability to to understand and implement the Council's Equal Opportunities, diversity, customer care, and Health &amp; safety policies.</li> <li>19. Commitment to delivering a high standard of customer service.</li> <li>20. Flexible approach with a willingness to learn and develop in terms of personal and technical knowledge</li> </ol>	
<b>Role Dimensions</b> <ol style="list-style-type: none"> <li>21. Effective coaching and interpersonal skills.</li> <li>22. Ability to communicate effectively with people at different levels using all access channels.</li> <li>23. Proven ability to capture, store and accurately retrieve information to meet customer needs and to effectively respond to complex customer enquiries.</li> </ol>	

- 24.** No financial responsibility.
- 25.** Work as part of a team – no direct reports.