

Title Customer Service Assistant	Department Customer Service Centre - Resources	Post Ref. Grade 3
<p>Job Purpose <i>To support the Customer Service Centre with effective front-line customer service delivery; internal/external customer support and building fault reporting including: General business administration; Fault reporting; Procurement and financial support; Processing of Carers Card and Blue Badge applications (i.e. the handling of customer queries, appeals, authentication and assessment of applications); Co-ordination of all requests for the Handypersons Adaptation Scheme (HPAS) (i.e. allocation and prioritisation of adaptations and handyperson tasks, supplier liaison, handling of customer queries, complaints and feedback), EMAS (East Midlands Ambulance Service) referral processing (uploading referrals from email to Mosaic, establishing appropriate action and receiving team, contacting hospitals for confirmation of admission status).</i></p>		
<p>Key Responsibilities</p> <p>Blue Badge</p> <ol style="list-style-type: none"> 1. To provide advice and guidance to customers and colleagues on services, policies and processes relating Blue Badge applications, authentication and assessment. This includes legislation and criteria relating to decisions made around both physical and hidden (non-physical) disabilities. 2. To process, authenticate and make eligibility decisions (based on assessments) for Blue Badge Applications. These would be based on physical or non-physical disabilities and completed through direct customer contact and the completion of desk top mobility assessments. 3. To ensure accurate and ethical data processing of sensitive information is provided when using government systems (e.g. Searchlight/EAS) to update customer records and to obtain information to assist when assessing eligibility for NCC services (part of Blue Badge assessment). 	<p>Key Accountabilities</p> <ol style="list-style-type: none"> 1. For the accuracy and quality of information within a variety of systems including Mosaic, Granicus, Blue Badge (Northgate) system and searchlight 2. To ensure that correct processes are being followed and to alert the appropriate manager to ensure there are no compliance or GDPR risks. 3. To ensure financial regulations are followed 4. To work efficiently and effectively in the support of all operational service areas working within the Customer Service Centre. 5. For the removal and safe disposal of confidential waste 6. Responsible for Health and Safety and the co-ordination of building repairs (including, DPA regulations and the coordination of fire tests and drills) 	

4. To respond to customers who appeal decisions by gathering additional evidence, carrying out further assessments based on any new evidence and/or seeking professional advice from senior within the Customer Support Team or colleagues within ASCH.

HPAS

5. To take responsibility for all work strands within HPAS service including customer service including the coordination and booking appointments for tradesmen, management of related supplies and suppliers,
6. To carry out outbound surveys and gather customer feedback on the service provided and escalated any issues arising.
7. To book appointments and keep HPAS tradesmen and customers updated of any changes to appointments or cancelled/rearranged appointments
8. To work with District and Health co-ordinators and colleagues in ASCH by gathering continuous feedback to ensure the service continues to be improved and customer satisfaction levels remain high.

EMAS

9. To handle incoming EMAS referrals, upload to the social care system (Mosaic), ascertain referral type, verify admission status by online portal or telephone call to hospital and allocate to appropriate forwarding team.

General

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| <ol style="list-style-type: none">10. 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.11. To maintain accurate up-to-date records in accordance with the GDPR legislation, ensuring data is stored securely and accurately to enable the production of statistical and management reports as required.12. To manage the end to end service delivery of Carers Cards, application processing, quality checks and passing to fulfillment colleagues in Transport for delivery.13. To uphold the Customer Service Centre team standards at all times and work professionally in accordance with the County Council's policies, procedures, standing orders and financial regulations.14. Provide high level customer and business support to the Customer Service Centre and Design and Build Team.15. To have a flexible attitude and approach to work and be able to work well in a team16. To assist with hardware maintenance and supply to the teams at the customer service centre, including laptop maintenance and supply/monitoring of accessory stocks.17. To handle incoming email enquiries from customers regarding services provided by the Customer Support Team.18. To meet and greet customers, contractors and colleagues from other sites arriving at the customer service centre, ensuring they sign in and alert the appropriate contact person. | |
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<p>19. To make recommendations on the development of new systems and processes to meet operational needs and to ensure high quality of service and information is provided.</p> <p>20. To take responsibility for the organisation of meetings and events at the customer service centre and other venues including booking venues, issuing invitations and papers, taking minutes, catering, technology requirements and logistics.</p> <p>21. To manage building fault reports for the customer service centre arranging repairs and communicating issues/progress updates to the centre accordingly.</p> <p>22. To manage and filter all calls to the Customer Service team providing advice and guidance to callers.</p> <p>23. To carry out fulfilment of information requests, manage and scan incoming mail and maintain all stationery, supplies and leaflet stocks for the CSC.</p> <p>24. Any other duties that correspond reasonably to the general character of the post and are commensurate with its level of responsibility.</p>	
The post holder will perform any duty or task that is appropriate for the role described	

Person Specification

<i>Education and Knowledge</i>	<i>Personal skills and general competencies</i>
<ol style="list-style-type: none"> 1. Educated to GCSE level or equivalent. English and Maths to a good level is essential. 2. Knowledge of the principles and practice of: <ul style="list-style-type: none"> • Effective business support and administration • Effective communication (written and oral) 	<ol style="list-style-type: none"> 1. Puts into practice the Council's commitment to excellent customer care. 2. Works efficiently and effectively and actively looks for ways of improving services and outcomes for customers.

<ul style="list-style-type: none"> • Data protection and Information Governance • Local government and working in a political organisation <p>3. A working knowledge of IT systems including CRM systems, call centre systems, database management and all Microsoft products including Word, Excel, PPT, Teams and Outlook</p>	<p>3. Works well with colleagues but also able to work on their own initiative.</p> <p>4. Shares the Council's commitment to providing a safe environment for customers and staff and also treating all with respect and consideration</p> <p>5. Effectively and confident communications skills with the ability to negotiate and influence people.</p>
<p>Experience</p> <p>4. Experience of providing high quality customer and business support in a challenging and busy environment.</p> <p>5. Significant experience and competency in using a variety of IT systems and common business support packages including databases, Microsoft products and CRM systems.</p> <p>6. Experience of working and communicating, across many channels, with a diverse range of people including people with a wide range of disabilities (including hidden disabilities).</p> <p>7. Experience of providing information to the public or customers using excellent written and oral communication</p> <p>8. Experience of supporting change within a large and complex organisation.</p>	<p>6. Ability to make decisions and solve problems to support the customer service teams in meeting operational targets, involving devising solutions.</p> <p>7. Anticipate customer needs to provide excellent service provision.</p> <p>8. Takes an active role in flagging risks relating to health and safety and adult safeguarding.</p> <p>9. Able to set and meet personal and team targets and service levels</p> <p>10. Highly accurate keyboard skills and a good eye for detail required as the role involves the processing and monitoring of high value invoices and confidential personal information across several NCC and third party systems/databases.</p>
<p>Role Dimensions</p> <p>11. Delivery of agreed Service Levels</p> <p>12. Responsible for BMS management in terms of purchase orders, quality checks (invoices)</p> <p>13. No direct reports</p> <p>14. <i>Please attach a structure chart</i></p>	

Date

Tier 7 - Frontline Roles