MANCHESTER CITY COUNCIL

Manchester City Council
Role Profile

Customer Care Officer, Grade 5
Bereavement Services, Neighbourhoods Directorate
Reports to: Assistant Manager – Customer Services

Job Family: Customer Service

Key Role Descriptors:

The role holder will be the first point of contact for internal and external customers and will provide excellent front-line customer service contributing directly to service and organisational objectives.

The role holder will provide high quality, customer focused, flexible and timely support, complying with all relevant legislation and procedures and contributing to the achievement of objectives of a high-quality service.

Key Role Accountabilities:

Determine the requirements and needs of customers advising on the most appropriate course of action to support them, liaising with other service areas and agencies where appropriate and arranging assistance where required.

Process a range of customer requests and assist in the completion of relevant information in line with service processes and procedures and any relevant legislation, ensuring information provided is accurate and up to date.

Contribute to the development and improvement of management information systems identifying areas for improved efficiency and added-value support to the service.

Validate documents in accordance with the relevant guidelines and actively seek to detect and reduce error where appropriate.

Accurately process payments for customers in line with Manchester City Council's financial regulations.

Proactively identify any potential risks from and to customers accessing the service and escalate any issues through the agreed channels.

Develop effective partnerships and collaborative working arrangements with other services and stakeholders.

Personal commitment to continuous self development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications

Where the roleholder is disabled every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.

Role portfolio:

Bereavement Services deliver in the region of 3,000 burial and cremation services each year in the Councils five cemeteries and one crematorium. The Customer Care Officer role sits within the Customer Care Team which provides the administrative, financial and customer service function for the service.

The post holder will provide a sensitive, professional and tactful service to a range of customers which will include funeral directors and bereaved families, and should be able to communicate with sympathy and sensitivity.

Customer Care Officers are required to understand and keep up to date with Council policies, and legislation and procedures that are specific to the role, to ensure advice given to customers is accurate and appropriate.

Customer Care Officers main duties include:

- Undertaking administrative duties in relation to burials, cremations and memorials. Completing relevant documentation, ensuring compliance with relevant policies, guidance and legislation.
- Updating and extracting information to and from IT systems,
- Liaising with bereaved families, service users and partner agencies to effectively deal with requests for service within designated timescales.
- Carry out the legal transfer of grave ownership.
- Dealing efficiently and courteously, with tact and diplomacy, to all queries and correspondence, both written and verbal from a wide range of internal and external customers.
- Providing a sales and advice service in a tactful and sensitive manner in relation to funeral packages and memorial products.
- Accurately processing payments for customers in line with Manchester City Council's Financial Regulations.
- Undertaking financial reconciliations and banking for income received.
- Carrying out visits to graves and memorials within cemetery grounds to deal with issues relating to service delivery and customer care.
- When required, escorting funeral cortèges to the graveside, providing a 'front of house' service within chapels and assist with traffic management duties.
- Assist with the training and development of team members to ensure that staff are equipped to carry out their work to the highest standards in a safe and efficient manner

The Customer Care team is required to work with the Infrastructure teams across all cemeteries and the crematorium, to coordinate and communicate tasks ensuring smooth and efficient delivery of the service. Strong team work skills are essential, as is the ability to work proactively and use initiative to resolve problems.

Bereavement Services employees, including Customer Care Officers, are required to work flexibly across all cemetery sites as required by the service. This will require travel between cemeteries.

Bereavement Services actively participates in community engagement, working with community groups so they play a key role in the delivery of the service, in line with the Our Manchester Strategy.

Key Behaviours, Skills and Technical Requirements

Our Manchester Behaviours

- We are proud and passionate about Manchester
- We take time to listen and understand
- We 'own it' and we're not afraid to try new things
- We work together and trust each other

Generic Skills

- **Communication Skills:** Good literacy and numeracy skills to undertake calculations and produce letters and other documentation
  Demonstrates an understanding of the views of others and communicates in a realistic and practical manner using appropriate language and medium, listens attentively to views and issues of others and responds to issues arising.
  Ability to communicate clearly, concisely, accurately and in ways that promote understanding.
- **Analytical Skills:** Ability to engage with stakeholders to identify information needs and to know how to go about obtaining the relevant information.
  Ability to absorb, understand and quickly assimilate moderately complex information and concepts and compare information from a number of different sources.
- **Planning & Organising:** Demonstrate the ability to organize multiple tasks in the most effective way, and allocate time and energy according to task complexity and priority
- **Problem Solving & Decision Making:** Ability to analyse situations, diagnose problems, identify the key issues, establish and evaluate alternative courses of action and produce a logical, practical and acceptable solution.
  Is able to make effective decisions on a day-to-day basis, taking ownership of decisions, demonstrating sound judgement in escalating issues where necessary. Be logical in thinking and explain reasoning behind decisions or actions taken
- **ICT Skills:** Ability to use multiple applications, systems and associated software packages.
- **Administrative Skills:** Good level of literacy and numeracy skills to undertake calculations and produce letters and other documentation.
  Ability to coordinate administrative tasks in a busy office. Skills to proactively develop and maintain effective admin systems to meet the needs of the service.
- **Research & Intelligence:** Demonstrate the ability to analyse, organise and present research material in an appropriate format.

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Technical requirements (Role Specific)

- Flexibility to work across multiple cemetery sites as required by the service.
- Commitment to undertake relevant training specific to the role
- Front facing Customer Service experience – minimum of 2 years
- Full UK Driving Licence
- Experience in the Bereavement Industry