Manchester City Council
Role Profile

Customer Service Advisor
Grade 4
Customer Services Organisation, Corporate Core
Reports to: Customer Service Team Leader
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 fraud where appropriate.

Where required, 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.

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:

The Customer Service Organisation delivers unparalleled customer service to residents and businesses in the city in the most efficient and effective way to suit their needs whilst delivering value for money.

The services include Contact Manchester, the Council's Contact Centre which provides access to and delivers a wide range of key Council services across multiple access channels including telephony, email, SMS, web and social media. The Customer Service Centre Reception which is located within the Town Hall Extension provides a meet and greet service for key Council and partner services for residents who require a face to face appointment.

The Customer Service Organisation is committed to service excellence and continuous improvement. The staff live the Our Manchester values and behaviours.

MANCHESTER CITY COUNCIL

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
- We show that we value our differences and treat people fairly

General Skills

- **Communication Skills:** Ability to communicate clearly and effectively taking account of individual need including consideration of accessibility issues.
- **Planning and 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 and Decision Making:** 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.
- **People Management:** Ability to organise own and others activities with an ability to carry out operational planning for a specific service area.
- **Analytical Skills:** Able and confident to resolve moderately complicated queries in their area of knowledge using logical thinking to explain reasoning behind decisions or actions taken.
- **ICT Skills:** Skills to use ICT systems to obtain and analyse data and present it effectively through a variety of ICT channels.
- **Financial Management:** Ability to work confidently with financial data and make decisions using appropriate financial information, interpreting trends and accounting for risk.

Technical Requirements (Role Specific)

Must be willing to participate in a DBS and BPSS check.