

**Manchester City Council
Role Profile**

**Customer Service Officer, Grade 5
Customer Services Organisation, Corporate Core
Reports to: Customer Service Team Leader
Job Family: Customer Service**

Key Role Descriptors:

The role holder will assess the needs of the customer and be conversant and knowledgeable in specific subjects providing a detailed and comprehensive level of service advice where appropriate.

The role holder will work as part of a team and contribute to the provision of a high quality service directly supporting service and organisational objectives.

Key Role Accountabilities:

Maintain a high level of expertise on service specific legislation, delivery activities, and all associated policies and procedures in order to provide quality advice to a range of customers.

Deal proactively with complex queries utilising customer service skills to ensure all issues are dealt with effectively, following up enquiries where appropriate.

Actively seek to detect and reduce fraud in order to protect the interests of the organisation.

Where appropriate carry out statutory duties working in line with all relevant legislation to ensure the provision of a high quality service.

Update and extract information from corporate and other data systems completing relevant documentation/service user records to a high standard, ensuring the accuracy and confidentiality of information produced.

Facilitate customer feedback and assist in identifying solutions to resolve issues and improve service delivery. Feedback any compromise in service or safety concerns immediately to a line manager.

Manage own workload to ensure individual and team targets are met and customers are dealt with promptly, working collaboratively with customers and any other relevant parties to enhance the delivery of the service.

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.

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.