



Candidate Information Pack

**Somerset
Council**

Customer Service Advisor

Customer Contact

SCC04757/AMB

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If you are interested in finding out more before applying, please get in touch with Lindsay Johns on Lindsay.johns@somerset.gov.uk or 07976 696959.

If you have any questions about the benefits we offer, or our recruitment process, please contact our Recruitment Team on recruitment@somerset.gov.uk or telephone on **01823 355209**

We will notify you by email if you have been selected for interview or have been unsuccessful on this occasion. Please check that the automated email has not gone in your junk mail folder before contacting us.

When completing your application/CV please provide your full employment history and ensure that any gaps in employment are explained. Please start with your current or most recent employment.

What You Will Be Good At

Key competencies

It's not just what you do but the way that you do it too. Somerset Council has a number of attributes that define the behaviours expected by employees, relevant examples for Customer Services include:

1. Self-Awareness and Self-Management

Recognises how challenges to personal values may trigger certain responses. Takes steps to manage own emotions and pressure when necessary. Takes time-out for reflection and seeks support from peers

2. Drive for Results

Takes actions that lead to service improvements. Encourages others to find ways of delivering services that will better serve the needs of customers while meeting objectives.

3. Holding to account

Ensures that processes are in place to support individuals in achieving standards and to learn from mistakes. Prepared to be held accountable for own agreed goals.

Work Experience Knowledge & Skills

Essential

- Clear communicator. Concise, accurate and professional written and verbal communication skills
- A good listener
- Problem solver. Demonstration of good diagnostic and questioning ability.
- Empathetic. Ability to deal with some highly sensitive subject matters with empathy and understanding.
- Good at building a rapport. Ability to easily build a rapport and engage with others
- Adaptable. Able and prepared to adapt to different circumstances. Welcome and embrace change whether to systems, processes or working practices
- Evidence of having gone that 'extra mile'
- Good typing speed and computer literacy
- Ability to speak fluent English as stated in Part 7 of the Immigration Act (2016)

Desirable

- Experience of adjusting quickly from one conversation to another with differing requirements
- Ability to extract relevant from irrelevant information from a conversation
- Knowledge of service delivery with a Council environment

Qualifications

Essential

Desirable

Personal Attributes

Essential

- Demonstrates a professional and positive attitude to customers and colleagues alike
- Knows own strengths and limitations
- Aware of own emotions and your impact on others
- Manages own response and reactions carefully when faced with demanding situations.
- Has demonstrable passion for delivering customer service excellence
- Has the confidence and creativeness to be able to recognise and recommend improvements to the customer experience
- Willingness and capability to learn and grow within the role
- Is a team player who is considerate to others and flexible in their approach
- A professional, diligent work ethic with a willingness to work hard and complete tasks as efficiently and accurately as possible

Desirable

All disabled applicants meeting the essential criteria will be interviewed.



What You Will Deliver

Key tasks and responsibilities

The Customer Services team act as the first point of contact for customers (both professionals and members of the public) who require help or have a query about any of the services delivered by Somerset Council. This includes Adult Social Care, Children's Social Care and all other Council services including roads and transport, registrars, parking services, blue badge, council tax, housing and general enquiries.

In this role you will be part of the Customer Services team supporting Adults or Childrens Social Care.

Main Responsibilities & Duties

1. Responds to telephone, email, SMS text, fax, white mail and social media enquiries / posts from the general public and professionals, identifying their needs, providing support and guidance and clarifying issues. Provide information and advice to customers on complex multi-agency issues relating to, amongst others, Children's Social Care and Education.
2. Takes, as required, all relevant details from the customer in order to make formal referrals and, as necessary, refers issues of appropriate urgency or complexity to named contacts in Children's Social Care, Education, Primary Care Groups/Trusts and voluntary organisations.
3. Undertakes an initial assessment of often complex needs using prompts and information contained on various IT systems and databases, where appropriate.
4. Takes referrals from external organisations.
5. Liaises with professional staff within Children's Social Care, Education Services, Primary Health Care Trust and other Departments of the Council as appropriate.
6. Logs all enquiries, accesses and records data using various IT and manual systems, including the main Social Services database (Protocol), Customer Contact's Customer Relationship Management System (CRM) and various Admissions and Early Years databases.
7. Prepares letters and other documents as required, sending out information and publications to customers, as necessary.
8. Acts as first point of contact for public access to all Children's Services for the Authority.
9. Provides a messaging service to the Emergency Duty Team. Assessing and prioritising the urgency and complexity of the needs of the caller. This work will require training and skills development to appropriately respond to crisis work in Child Protection and Mental Health cases.
10. Deals with calls in line with the Council's policies and procedures (on Equalities and Diversity for example), and relevant legislation; for example, the Data Protection Act and Freedom of Information Act, ensuring all data recorded is relevant and accurate.
11. Takes ownership of difficult calls, using call handling skills and judgement to determine the best course of action, involving Service Experts, back office specialist staff or a Team Manager if necessary.
12. Takes responsibility to use electronic feedback process to report any information that is inaccurate/absent from the CRM and/or website, but also to make suggestions for improvements to the presentation or functionality of our systems where identified.

13.Promotes and encourages the use of other access channels, in particular www.somerset.gov.uk, e-mail/e-forms and SMS text services, providing support and advice on their use.

14.Engages with Customer Service Experts and specialist staff in back offices to create and maintain a good rapport between them and Customer Contact, using these relationships to identify any changes to these services, or their related legislation, that may affect Customer Contact.

15.Takes ownership of personal training and development needs, using initiative to take appropriate action where necessary, and use 1 to 1 (CRAD) meetings to raise matters where advice/assistance is required from a Team Manager

16.Undertakes regular caller surveys to monitor the effectiveness and satisfaction of the services provided by Customer Contact.

17.Individually responsible for the data management of one or more IT databases, ensuring accurate, up-to-date information is provided to clients/professionals. Takes a proactive approach to information gathering.

18.Uses Contact Centre Broadcaster to maintain a constant awareness of real-time service levels and effectively manage own availability in telephony system to maximise the teams ability to meet monthly Key Performance Indicators (KPIs), showing consideration for colleagues and prioritising/managing outgoing call or administration work.

19. Receive calls and deliver services on behalf of other Customer Contact teams during busy periods, or to cover unexpected absences.

Further information specific to this job

The successful candidate has a responsibility for promoting and safeguarding the welfare of the children, young people or adults they are responsible for or come into contact with.

Somerset Council is subject to Part 7 of the Immigration Act (2016) and therefore the ability to speak fluent English will be an essential requirement for customer-facing roles.

This job requires a criminal background check (DBS) via the disclosure procedure.

What We Will Offer You in Return

Salary and grade:	Grade 13, between £23,893 to £25,979 per annum Appointments are normally made at the bottom of the salary scale.
Contract type:	Permanent
Location:	County Hall, Taunton, TA1 4DY (currently at Deane House, Taunton, TA1 1H), with hybrid working
Hours of work:	37 hours per week. working hours on a rota between 08:30 am and 5:00 pm Monday to Friday
Annual leave:	<p>For this grade: 25 days or, with more than 5 years continuous service 28 days.</p> <p>This is inclusive of two statutory days. In addition, there are 8 bank holiday days.</p> <p>Please note, the amount stated will be pro-rata for part-time and fixed term contract posts.</p> <p>The annual leave year starts on 1st April.</p>
Probationary period:	The appointment will be subject to a probationary period of 6 months. Internal applicants who have already completed their probationary period would not normally be expected to complete this again.
Notice period:	Following completion of the probationary period, this post will be subject to a notice period of one calendar month on either side.



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