JOB TITLE:	**Customer Service Adviser**
GRADE:	**Grade G**
DIRECTORATE:	**Chief Executives Office**
SERVICE:	**Residents' Hub**
RESPONSIBLE TO:	**Team Leader – Residents' Hubs**
RESPONSIBLE FOR:	**No direct reports**
	DBS Basic check required **This post is not politically restricted**
JOB SUMMARY:	To contribute to a multi-tasked team responsible for the provision of an efficient, effective and comprehensive front-line customer service providing information, advice and assistance to customers both residential as well as those internal to the organisation, directing to the most appropriate resource where necessary. To provide high quality, responsive and cost-effective front lines services that meet the diverse needs of the community and comply with the Council's customer promise, statutory requirements, guidance and codes of practice. To work across multiple sites where the Residents' Hubs are located across the borough
ROLE REQUIREMENTS:	
1.	Provide an interface between the council's digital platforms and customers who require further support.
2.	To work across the Customer Service arena by acting as a first point of contact in providing customers with assistance,
	signposting and positive solutions either face to face or over the telephone or through digital means.

3.	Provide a high quality service that achieves customer satisfaction and maintains the highest level of service standards to all customers across the council.
4.	Processing requests for services and recording all transactions in accordance with set procedures, where applicable.
5.	To take part in meetings with staff and partner organisations, as required.
6.	Provide detailed face to face and phone triage service to establish customers' needs and signpost make referrals using the CRM to internal services and with partner agencies
7.	Work proactively in the monitoring, evaluation of service delivery and collection of quality data to ensure that targets and standards are being achieved.
CORPORATE RESPONSIBILITIES	
8.	Actively contribute to the council's priorities and outcomes in a way that promotes a 'one organisation' approach.
9.	Develop and maintain positive relationships with colleagues, stakeholders and communities to ensure the council and the directorate strategic priorities are effectively implemented.
10.	Promote equality among all staff and ensure that services are delivered in a non-discriminatory way, that is inclusive of all disadvantaged groups.
11.	Support organisational change and learning, following and implementing appropriate systems of self-development, communication and engagement, quality measures, monitoring and review in delivering the functions of the role.
12.	Promote sustainability, including encouraging a culture of innovation and accountability amongst all council staff.

PEOPLE	
13.	Working as part of a team of Customer Service Advisers, contribute to the day-to-day running of the Residents' Hubs and or Customer Contact Centre – to include the allocation of work and activities when required.
14.	Assist in the provision of advice, training and support to new staff in the Residents' Hubs to enable them to improve and develop their knowledge and skills, identifying development/training needs.
15.	Be available to attend team meetings with staff and other Council department staff as required.
16.	Participate in the coaching of Customer Service Adviser new team members in order to help them familiarise and support them in their induction to the departmental procedures.
17.	Assist the Residents' Hubs Manager in the review of difficult enquiries and the need to ensure that customers are followed-up to ensure safety/duty of care standards are met.
18.	When working in the Contact Centre assist the Customer Service Manager in the review of difficult callers and the need to ensure that customers are followed-up to ensure safety/duty of care standards are met.
19.	Work within and cultivate a proactive ethos where diversity is valued and incorporated into all that we do.
FINANCE	
20.	Using the electronic payment systems, perform cashier duties where customers are required to pay by telephone - including any financial reconciliation, as assigned.
21.	Be proficient in the use of technology systems employed in the Customer Contact Centre in order to provide advice and information that complies with legislation, Council policies and procedures, Financial Regulations, best practice and developments within the area of service provision.

SERVICE	
22.	Provide customers with support and assistance, including the management and communication with upset and/or distressed customers (as appropriate).
23.	Provide a high level of customer care and promote a good external perception of the Council at all times. Ensure all customers are dealt with efficiently and effectively and help is offered to those customers with special needs who might require assistance. Encourage suggestions and comments and deal with complaints.
24.	Deal with customers in a polite, courteous, efficient and effective manner at all times in order to achieve the highest standards of customer care. Provide assistance to callers whilst taking into account their individual needs and give general advice on other Council services as appropriate.
25.	To greet customers warmly, taking a positive role in promoting Council's services and stock, ensuring that customers feel valued and at ease, ensuring that high customer service standards are met.
PERFORMANCE	
26.	Participate in the Council's Performance Management Scheme assisting in the development of standards/targets and ensure these are met within the agreed timescale. Actively participate in schemes leading to individual development plans for staff.
27.	Undertake any training which may be required to deliver the Customer Promise, including participation in the Institute of Customer Service Awards.

OTHER CONDITIONS:

To maintain personal and professional development to meet the changing demands of the job and participate in appropriate training/development activities including the council's 'My Annual Review' scheme.

Ensure that all duties and responsibilities are discharged in accordance with the council's policies and procedures, Code of Conduct and relevant regulations and legislation. To comply with the council's equal opportunities and diversity policies ensuring anti - discriminatory practice within the service area.

To undertake additional duties that may arise from time to time commensurate with the grade of the post.

Person Specification

Requirements	Person Specification for the Post of Customer Service Adviser (Corporate Contact Centre/Residents Hub)	Essential (E) or Desirable (D) (if applicable)	Method of Assessment A= Application Form T= Test I= Interview
Knowledge	1. Minimum 2 years of front-line service user experience including the highest standards of customer care in an office setting via face to face, phone and digital means.	**E**	**A, I**
	2. Detailed knowledge and experience of local council and external services, to be able to resolve resident's issues and needs at the first point of contact.	**E**	**A, I**
	3. Knowledge of welfare benefits and income maximisation.	**E**	**A, I**

Qualifications & Experience	4. Demonstrate excellence in engaging with residents requiring assistance with complex needs.	**E**	**A, I**
	5. Excellent written, verbal and interpersonal communication skills.	**E**	**A,I**
	6. Experience in dealing politely and patiently with residents who may exhibit challenging behaviour.	**E**	**A, I**
	6. Experience of using various IT systems/packages, including Customer Service Systems.	**E**	**A**
	7. Working with multiple stakeholders and partner agencies to get the right help for residents	**E**	**A, I**
	8. Experience of delivering welfare benefits advice.	**D**	**A**

Living the TOWER Values sets out the essential behaviours required of all staff.		**They are aligned to the organisation's five TOWER Values**	
We work **TOGETHER** across boundaries and with partners to achieve the best outcomes for Tower Hamlets	Actively builds a positive team in the working environment.	**E**	**A, I**
We are **OPEN** and transparent	Approachable and actively seeks feedback from others to improve how they do things.	**E**	**A, I**
We are **WILLING** to challenge, innovate and be accountable	Ensures they make the best use of the skills they have and identifies development to do their job effectively.	**E**	**A, I**
We empower each other to be **EXCELLENT** and go the extra mile	Does work, within own area, without being asked or told to do it, because they can explain the difference they have made.	**E**	**A, I**
We **RESPECT** all communities, they are the heart of everything we do	Actively listens to customers and takes steps to making things better for customers.	**E**	**A, I**
Additional Requirements	A willingness to work flexibly over multiple sites and working hour patterns in line with service needs.	**E**	**A**
	To comply with the requirement to carry out a DBS check on this role.	**E**	**A**