

NEWCASTLE-UNDER-LYME BOROUGH COUNCIL

JOB DESCRIPTION

Job Title: Senior Customer Hub Officer		Grade: 8
Directorate: Service Delivery		Service: Customer Services
Post No: OFD-03-21	JE Ref: A	Date of Issue:
Responsible to: Customer Hub Lead(s)		

Main Purpose of Job:

To deliver our One Front Door approach and principles, providing a high standard of customer service for all customers of the council, regardless of the channel they use to interact with us. To give thousands of customers a great customer experience, adding value by successfully delivering the right outcomes. Customer interactions will cover a wide range of council services and the postholder will have the skills and knowledge required to provide the correct and timely advice to resolve queries quickly and manage cases efficiently. To understand when and how to build self-serve capability and promote digital channels, as well as provide exceptional advice and guidance to put customers first.

Main Tasks/Duties/Responsibilities

1. Complete complex cases and tasks for one service area where significant functional knowledge and skills are required.
2. Manage escalations raised from officers for complex or contentious issues regarding functional service area.
3. Liaise with Customer Hub Leads to address performance of their area of significant functional knowledge, at an individual and team level.
4. Train other officers in the team to complete moderately complex cases and tasks for a service area where significant functional knowledge and skills are required.
5. Assist with the ongoing design and development of tools and guidance notes which enable the team to self-serve and widen their knowledge.
6. Resolve straightforward enquiries across all Council service areas, supported by information and guidance.
7. Complete straightforward rules-based tasks for several of the following service areas; council tax, benefits, business rates, housing advice, waste, debt recovery, [operational services, planning, environmental services, licensing, housing]

8. Set up cases with all required information to hand over to specialist services teams for resolution, where these cannot be resolved within the Customer Services team
9. Access and accurately update all relevant information systems, both customer and back office ensuring that the master customer record is updated and maintained through verification and validation, and in accordance with Data Protection principles.
10. Deliver efficient services, working as a resilient multi-skilled team equipped with the right processes, systems, and knowledge
11. Understand the customer need at the initial point of contact and providing joined up service advice and guidance to support this
12. Build capability in customers through assisted self-service and spot opportunities for the Council to initiate further enabling and self-serve.

Occasional Tasks/Duties/Responsibilities

1. Manage and respond to Freedom of information requests in line with legislative requirements; ensuring that feedback is provided to ensure that external facing website can be updated with frequently requested information to minimise need for data gathering. .
2. Support (when necessary) at all Newcastle Borough Council reception services and a telephone reception service for Newcastle Borough Council.

General

1. To be aware of and comply with current Health and Safety Regulations and the Borough Council's Health and Safety policy and procedures as they relate to the duties and responsibilities of the post.
2. To be proactive in personal and professional development, updating knowledge and skills by appropriate means as agreed annually through the Council's Performance Appraisal Scheme.
3. To maintain awareness of risks and incorporate these into the formal risk management process and also to control the risks inherent in your job and report any risk concerns to your manager.
4. To produce any performance information required in a reliable, timely and accurate way, in accordance with the Council's Data Quality Policy and identified KPIs.
5. To be aware of and adhere to the Council's Equal Opportunities Policy.
6. To undertake any other duties as may be reasonably allocated to the postholder commensurate with the grading and responsibilities of the post. (Where necessary, reasonable adjustments will be made in accordance with the Equality Act).

7. To be familiar with the obligations and requirements of the council's information security and data protection policies and procedures as they apply to the post, ensuring that confidential and sensitive data used by the post holder is held securely and personal data is obtained, processed and disclosed only in accordance with the principles and requirements of the Data Protection Acts.

This job description is not exhaustive providing an indication only of the scope and length of the main duties and responsibilities to be undertaken by the postholder and may be subject to amendment or alteration. It may be changed from time to time to meet changing circumstances and does not form part of your contract of employment.