

**NEWCASTLE-UNDER-LYME BOROUGH COUNCIL**

**JOB DESCRIPTION**

<b>Job Title:</b> Customer Hub Assistant		<b>Grade:</b> 4
<b>Directorate:</b> Service Delivery		<b>Service:</b> Customer Services
<b>Post No:</b> OFD-06-21	<b>JE Ref:</b> A	<b>Date of Issue:</b>
<b>Responsible to:</b> Customer Hub Lead(s)		

**Main Purpose of Job:**

To deliver our One Front Door approach and principles that ensure that customers receive a consistent level of service, regardless of when and how they interact with us. To give thousands of customers a great customer experience, adding value by successfully delivering the right outcomes. 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. Deliver all Newcastle Borough Council reception services and a telephone reception service for Newcastle Borough Council
2. Meet and greet customers, understand their need(s) and provide joined up guidance to support them to access services at initial point of contact.
3. Direct customers to appropriate channels for their request(s) and enquiries
4. Signpost customers for all third-party providers, including the Police, Aspire, Newcastle Housing Advice, Families First/Social Services, Staffordshire County Council and assist customer to contact these services.
5. Complete administrative tasks such as managing post and document scanning.
6. 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. Customer Service Assistant will be asked to work at any Council site as required by the service. This includes Castle House, the Museum, Kidsgrove Customer Service Centre, the Depot, etc.

2. Customer Hub Assistants will be expected to work at different locations on a rota basis, hours of work will vary from 8.00am to 5pm and include some Saturday and Sundays.

### **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.
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.**