

Job Title	Range	Duties	Level A (Developing)	Level B (Practising)	Level C (Accomplished)
Customer and Business Support officer	Range 3	<p>To provide an excellent service to internal and external customers, managing requests and enquiries, relating to, and supporting a full range of services (such as social care, council tax, benefits, homelessness, planning, environmental health, waste, blue badge etc.), provided by the council by:</p> <ul style="list-style-type: none"> <li>helping to deliver a high quality, professional, modern, and evolving customer contact service for our Medway residents and visitors.</li> <li>liaising with council services to allocate, prioritise, progress chase and help manage service requests ensuring urgent issues are appropriately flagged.</li> <li>helping to deliver a high quality, professional and evolving administration service to council departments; and</li> <li>supporting, adopting, and embracing new ways of working, including technology, and highlighting inefficient work practices to be improved.</li> </ul>	Required for this level	In addition to level A	In addition to levels A and B
			<b>Qualifications</b> <ol style="list-style-type: none"> <li>A good level of education (such as GCSEs level 4-9 or equivalent), including English and Maths.</li> </ol>	<b>Qualifications</b>	<b>Qualifications</b>
			<b>Knowledge</b> <ol style="list-style-type: none"> <li>A basic awareness of the principles of good customer service.</li> <li>An awareness and understanding of GDPR and its importance when handling customer data.</li> </ol>	<b>Knowledge</b> <ol style="list-style-type: none"> <li>A sound knowledge of good customer service.</li> <li>Working knowledge of the systems used to perform role.</li> <li>A basic understanding of the council's structure and the services provided by a unitary authority.</li> <li>Working knowledge of rules, processes and procedures that govern how you work.</li> </ol>	<b>Knowledge</b> <ol style="list-style-type: none"> <li>Expert knowledge in the areas in which you are working and systems used (colleagues seek your advice).</li> </ol>
			<b>Experience</b> <ol style="list-style-type: none"> <li>Experience of working in a customer services environment and/or previous experience of providing an administrative support service to external or internal customers.</li> <li>Experience of carrying out a range of tasks and understanding/following the rules and procedures associated with them.</li> </ol>	<b>Experience</b> <ol style="list-style-type: none"> <li>A minimum of 12 months of satisfactory and consistent performance within the role, including up to date mandatory training.</li> <li>Experience of working in a customer services environment and/or previous experience of providing an administrative support service in local government or another public sector.</li> <li>Experience of administration or telephony tasks across more than one subject area of work.</li> <li>Experience of using legislation, knowledge, and procedures to determine eligibility for a service, to ensure customers have consistent, fair, and equal access to service and their expectations are managed based on service standards.</li> <li>Experience of supporting, adopting, and embracing new ways of working, including technology.</li> <li>Experience of providing side by side buddying support, training or peer support for another team member.</li> </ol>	<b>Experience</b> <ol style="list-style-type: none"> <li>A minimum of 12 months of satisfactory and consistent performance working at the previous level including up to date mandatory training.</li> <li>Experience of identifying a significant improvement to a process and providing full written details to your line manager</li> <li>Experience in training others in administration tasks that are multi-layered or involve multiple systems or have elevated levels of risk to the organisation or require very lengthy or intense work to complete. OR Experience in training others as 'training expert' in telephony support.</li> </ol>
			<b>Skills</b> <ol style="list-style-type: none"> <li>Proficient in the use of Microsoft Word, Outlook, Teams and Excel.</li> </ol>	<b>Skills</b> <ol style="list-style-type: none"> <li>The ability to present information to small groups of people or to speak up with ideas at Team Meetings or team huddles.</li> </ol>	<b>Skills</b> <ol style="list-style-type: none"> <li>Ability to articulate and present information to a meeting / CABS audience.</li> </ol>

			<ol style="list-style-type: none"> <li>2. The ability to deal with some work-related pressure, for example from deadlines, interruptions or conflicting demands.</li> <li>3. Ability to use computer and keyboarding skills with care and accuracy when entering data and information onto systems.</li> <li>4. Ability to use written and oral communication skills to present varied information in an understandable way to a range of audiences.</li> <li>5. Able to manage customer interactions and expectations using soft skills, remaining calm, polite and courteous when dealing with customers.</li> <li>6. Ability to work independently within defined procedures and to use initiative to deal with a range of situations, referring to line manager for unusual or difficult problems.</li> <li>7. Ability to recognise when there is a concern for a customer's welfare and advise on internal procedures that support the public and to take the appropriate course of action.</li> <li>8. Ability to learn and successfully use task specific systems and software.</li> <li>9. Ability to identify and act on own development needs.</li> </ol>	<ol style="list-style-type: none"> <li>2. The ability to work independently within defined procedures and rules and use problem solving skills to create solutions in agreement with line manager.</li> <li>3. Ability to undertake a number of administration tasks that are multi-layered or involve multiple systems or have high levels of risk to the organisation or require very lengthy or intense work to complete. OR to undertake telephony across a number of high-risk services in the dedicated call group.</li> <li>4. Ability to field and process requests for service. Where required, act as 'job controller,' liaising with council services, using systems, procedures, and proactive signposting to help.</li> <li>5. Proficient in the use of task specific systems and software.</li> <li>6. Ability to review a CABS procedure note(s) and agree changes with line manager.</li> <li>7. Highly skilled in managing customer interactions.</li> <li>8. Promptly and accurately facilitate customers to access service including 'book it', 'report it', 'pay for it', 'apply for it', 'give feedback' (including complaints and compliments) by using procedures and systems to ensure fair and equal access to council services. This will be achieved through telephone, social media, face to face or other modern and evolving methods, such as web chat.</li> </ol>	<ol style="list-style-type: none"> <li>2. Excellent communication skills in report writing, presentation and minute taking.</li> <li>3. Subject and systems expert; seen as an advisor to colleagues.</li> </ol>
Job Title	Range	Duties	Level A (Developing)	Level B (Practising)	Level C (Accomplished)
Customer and Business Support Team Manager	Range 5	To lead, manage and motivate-a team, delivering a high quality, modern and evolving customer contact and administration service for internal and external customers, dealing with requests and enquiries relating to, and supporting, a whole range of services (such as social care, council tax, benefits, homelessness, planning, environmental health, waste, blue badge etc.), provided by the council. The postholder will ensure customer enquiries, service requests and all other transactions are dealt with in an efficient manner. They will ensure administration is	Required for this level	In addition to level A	In addition to levels A and B
			<u>Qualifications</u> <ol style="list-style-type: none"> <li>1. Five GCSEs at Grade C or Level 4 and above or equivalent (including Maths and English).</li> </ol>	<u>Qualifications</u> <ol style="list-style-type: none"> <li>1. Evidence of continuous learning and development agreed with your line manager.</li> </ol>	<u>Qualifications</u> <ol style="list-style-type: none"> <li>1. Evidence of continuous learning and development agreed with your line manager.</li> </ol>
			<u>Knowledge</u> <ol style="list-style-type: none"> <li>1. A good awareness of the principles of internal and external customer service.</li> <li>2. A good awareness and understanding of how of you can</li> </ol>	<u>Knowledge</u> <ol style="list-style-type: none"> <li>1. Knowledge and understanding gained through continued professional development.</li> <li>2. Sound knowledge of the subject areas across the team's work.</li> </ol>	<u>Knowledge</u> <ol style="list-style-type: none"> <li>1. Knowledge and understanding gained through continued professional development.</li> <li>2. Good understanding of the council's approval process when seeking to recruit</li> </ol>

		<p>efficiently completed and according to service operating agreements or other standards, providing excellent customer service.</p> <p>To liaise with the management team to set and monitor appropriate service performance targets and objectives ensuring that the service remains current and continuously striving to improve.</p> <p>To help drive and manage change, including new technologies and new ways of working, and to help ensure the modernisation and improvement agenda is continuous and embedded throughout the team.</p>	<p>apply GDPR best practice in work, including processes and workflows for processes.</p> <ol style="list-style-type: none"> <li>3. A good understanding of the council's structure and the services provided by a unitary authority.</li> <li>4. A basic understanding of Other HR and Health and Safety policies, including but not exclusively: performance management, competency/capability, disciplinary/Display Screen Equipment (DSE).</li> <li>5. A basic knowledge of wellbeing support such as prevention of stress in the workplace, maternity risk assessment.</li> <li>6. A good knowledge of Customer procedures such as prevention of violence and aggression and domestic abuse.</li> <li>7. Sound knowledge and understanding of the benefits of a performance appraisal system.</li> <li>8. A knowledge of staff recruitment methods, including the application of equality and diversity principles.</li> <li>9. Good knowledge of the probation policy and why induction is important.</li> </ol>	<ol style="list-style-type: none"> <li>3. Sound knowledge of rules, processes and procedures that govern how we work; able to work independently</li> <li>4. Good knowledge of established internal procedures in relation to finance.</li> <li>5. Good practical and procedural knowledge in a specialist subject area.</li> <li>6. Sound knowledge of systems required, and processes used to perform the team manager role (peers seek your advice).</li> <li>7. Knowledge of the DPIA screening question process preceding the development of a DPIA.</li> <li>8. A good understanding of processes for handling/dealing with Fols, EIRs, Subject Access Requests, and requests for Erasure.</li> <li>9. knowing how to use the council's recruitment system to review applications, shortlist and schedule candidates for interview</li> <li>10. Knowledge of change management principles.</li> </ol>	<p>and the reasons for that governance being in place.</p>
			<p><b><u>Experience</u></b></p> <ol style="list-style-type: none"> <li>1. Experience of working in a customer services call centre or face to face environment and/or complex administration support service.</li> <li>2. Experience of supervision of work and staff in a customer services environment and/or administrative support service in local government or another public sector.</li> <li>3. Experience of motivating a team to achieve shared objectives or leading a project.</li> <li>4. Experience of delivering a high-quality service for internal and external customers.</li> <li>5. Experience of dealing with members of the public over the telephone or</li> </ol>	<p><b><u>Experience</u></b></p> <ol style="list-style-type: none"> <li>1. A minimum of 12 months of satisfactory and consistent performance working within the role level including up to date mandatory training.</li> <li>2. Experience of delivering strong leadership and management of a team, including handling difficult situations and conversations with staff and, if required, making difficult or unpopular decisions.</li> <li>3. Experience of undertaking Performance Progression and Pay, or similar appraisal discussions, with team members, including objective setting.</li> <li>4. Experience of managing and chairing team meetings</li> <li>5. Experience of managing and implementing the flexible deployment of staff resources to meet day-to-day priorities</li> </ol>	<p><b><u>Experience</u></b></p> <ol style="list-style-type: none"> <li>1. A minimum of 18 months of satisfactory and consistent performance working at the previous level including up to date mandatory training.</li> <li>2. Experience managing negotiations and conflict with individuals or services.</li> <li>3. Experience of sharing your knowledge and skills with others who may be newer to supervising or managing other staff across the CABS service.</li> <li>4. Experience of taking a lead role or leading a project activity to help bring about a significant process improvement to enhance the customer experience or bring about efficiencies for the organisation, liaising with SMT.</li> </ol>

			<p>face to face or liaising with other council services.</p> <ol style="list-style-type: none"> <li>Experience of managing customer expectations, taking escalations and handling complaints face to face or by phone or in writing.</li> <li>Experience of carrying out a range of tasks and understanding the rules and procedures associated with them.</li> <li>Experience of presenting information to a meeting or small audience.</li> <li>Experience in supporting the development of individuals by coaching, mentoring and training.</li> <li>Experience of delivering consistent high-quality work and competence.</li> <li>Experience of supporting the flexible deployment of staff resources to meet day-to-day priorities.</li> <li>Experience of undertaking telephone assessments and being part of an interview panel as part of a recruitment process.</li> <li>Experience of delivering excellent communication with other team manager colleagues on a regular basis to enable the best possible outcomes for the team.</li> </ol>	<ol style="list-style-type: none"> <li>Experience of implementing HR policies and procedures which could have a significant impact on individuals.</li> <li>Experience of analysing and presenting data and/producing reports as the basis of operational decision making.</li> <li>Experience of using data to positively influence performance</li> <li>Experience of presenting information in and playing a pivotal part in meetings, such as service liaison meetings.</li> <li>Experience of providing high quality and timely responses to complaints, suggesting appropriate remedies and applying service improvements/learning from complaints.</li> <li>Experience of turning theoretical knowledge into practice or producing and implementing ideas for positive change, such as improvement of telephony or administration processes.</li> <li>Experience of being part of shortlisting and interview panels for recruiting new CABS staff (not just within your own team) and apprentices.</li> <li>Considerable experience of dealing with challenging and difficult customers.</li> </ol>	<ol style="list-style-type: none"> <li>Experience of being the lead recruitment manager on the interview panel for new CABS staff (not just within your own team) and apprentices, collaborating with other managers to agree working pattern and starting dates.</li> </ol>
			<p><b><u>Skills</u></b></p> <ol style="list-style-type: none"> <li>Proficient in the use of Word, Excel and Outlook &amp; Teams.</li> <li>The ability to calmly deal with high levels of work-related pressure from deadlines, interruptions or conflicting demands.</li> <li>Ability to use computer keyboarding skills with a high degree of accuracy and speed.</li> <li>A strong level of written and oral communication skills and an ability to present varied information in an understandable way to a range of audiences. Manage and communicate sensitive information in accordance with good management practice.</li> <li>The ability to work within defined procedures and rules but to work</li> </ol>	<p><b><u>Skills</u></b></p> <ol style="list-style-type: none"> <li>Ability to use analytical skills to interpret complex information, data and situations to develop solutions or plans for the short or medium term, for example using the performance data across phone lines or officer utilisation reports.</li> <li>Ability to undertake risk assessments in relation to people or buildings and respond to a changing or emergency situation through business continuity plan.</li> <li>Able to provide guidance on internal policies and procedures relating to the management of employees and interpret them based on the needs of individual situations and apply them where necessary.</li> <li>Ability to bring strategic plans to life through the work you your team do, particularly in respect of business change.</li> <li>Ability to confidently deal with all HR policy issues relating to the management of staff. This will</li> </ol>	<p><b><u>Skills</u></b></p> <ol style="list-style-type: none"> <li>Ability to use presentation skills to a range of audiences and using a variety of methods.</li> <li>Ability to use report writing skills, using structure to clearly explain work related subject matter/information, and to ensure there are the following headings of: background, options and recommendations.</li> <li>Ability to: <ol style="list-style-type: none"> <li>undertake DPIAs for a new or existing process within your area of work; and</li> <li>handle and respond to Requests for Information (FOI, EIR or SAR</li> </ol> </li> <li>Ability to help drive and manage change and support colleagues through change.</li> </ol>

			<p>independently and use problem solving skills where there are no recognised procedures to create solutions to agree with line manager.</p> <ol style="list-style-type: none"> <li>6. Able to advise on internal procedures that support the public, for example safeguarding or financial hardship</li> <li>7. Ability to learn and successfully use task specific systems and software.</li> <li>8. Able to take responsibility for the everyday operational line management of staff through various methods. These will include 1-1 meetings, absence and capability management, monitoring performance and development.</li> <li>9. Ability to encourage and enable team members to achieve personal and team objectives.</li> <li>10. Ability to use initiative, judgement and creativity to assess situations and develop short term action plans, for example work improvement plan.</li> <li>11. Ability as a Team Manager to train or demonstrate tasks to others to embed their learning or advise on a range of established internal procedures to ensure a good transfer of knowledge and understanding.</li> <li>12. Ability to identify and act on own development needs.</li> </ol>	<p>include timekeeping, attendance, sickness absence, phased returns, return to work meetings, Occupational Health referrals, and formal stages of relevant policies.</p> <ol style="list-style-type: none"> <li>6. Ability to induct and manage new team members through the probation process.</li> <li>7. Ability to oversee, and to provide guidance to colleagues concerning, the delivery of services according to service operating agreements, procedures and rules.</li> <li>8. Ability to organise and manage the team's and own workload, delegate tasks effectively, monitoring for completion and taking responsibility for outcomes.</li> </ol>	
Job Title	Range	Duties	Level A (Developing)	Level B (Practising)	Level C (Accomplished)
Development and Quality Compliance Officer	Range 4	<p>To assist with the delivery of high quality, professional, modern, evolving and compliant customer contact service for our Medway residents and visitors, and a high quality, professional and efficient administration service for council services.</p> <p>To assist the DQC senior team with the smooth operation of the DQC service including the supervision of and delivery of training, handy to have guides, procedures and training materials, to help achieve a</p>	<p>Required for this level</p> <p><b>Qualifications</b></p> <ol style="list-style-type: none"> <li>1. A good level of education (such as GCSEs level 4-9 or equivalent), including English and Maths.</li> </ol> <p><b>Knowledge</b></p> <ol style="list-style-type: none"> <li>1. Excellent knowledge of the principles of good customer service.</li> <li>2. Knowledge of other council services.</li> </ol>	<p>In addition to level A</p> <p><b>Qualifications</b></p> <ol style="list-style-type: none"> <li>1. Continuous learning and development relevant to the role, agreed with line manager.</li> </ol> <p><b>Knowledge</b></p> <ol style="list-style-type: none"> <li>1. A good knowledge of council services, their work, and how CABS delivers service to them.</li> <li>2. Knowledge of effective staff training methods.</li> </ol>	<p>In addition to levels A and B</p> <p><b>Qualifications</b></p> <ol style="list-style-type: none"> <li>1. Continuous learning and development relevant to the role, agreed with line manager.</li> </ol> <p><b>Knowledge</b></p> <ol style="list-style-type: none"> <li>1. Knowledge of the role of the DQC senior and able to deputise to cover absences.</li> <li>2. Detailed knowledge of process mapping, including the use of mapping software, to</li> </ol>

		high-quality service and good customer experience.	<ol style="list-style-type: none"> <li>3. A good knowledge of a range of call centre telephony and systems and processes to answer the telephone lines and confidence to train on such.</li> <li>4. A good knowledge of GDPR, its importance when handling customer data, and how to efficiently apply GDPR best practice, including information sharing, FOI and SAR.</li> <li>5. A basic knowledge of process mapping, including associated software.</li> <li>6. Knowledge of learning styles.</li> </ol>	<ol style="list-style-type: none"> <li>3. Knowledge of DSE policy to ensure training is delivered safely.</li> <li>4. Sound knowledge of call centre telephony system and other functional systems used by CABS.</li> <li>5. Awareness of the elements of the DQC senior role and able to cover some aspects.</li> <li>6. Detailed knowledge of GDPR in handling customer data and applying best practice including recognising Requests for Information.</li> </ol>	<p>plot and improve or simplify processes and an understanding of basic service design principles</p> <ol style="list-style-type: none"> <li>3. A sound knowledge of CABS demand and performance measures and an understanding of the influences of, and responses to, each.</li> </ol>
			<p><b><u>Experience</u></b></p> <ol style="list-style-type: none"> <li>1. Experience of using a range of systems and software including excel and be able to explain them to others.</li> <li>2. At least two years' experience of working as a CABS officer in the customer service environment and able to manage customer expectations.</li> <li>3. Experience in administration support services in administration tasks that are multi-layered or involve multiple systems or have high levels of risk to the organisation, or require very lengthy or intense work to complete</li> <li>4. Experience of training others as 'training expert' in telephony support</li> <li>5. Experience of delivering a high-quality service for internal and external customers.</li> <li>6. Experience of dealing with members of the public over the telephone or face to face and liaising with other council services.</li> <li>7. Experience of assisting with delivery of training.</li> <li>8. Experience of carrying out a range of tasks and understanding the rules procedures associated with them.</li> <li>9. Experience of presenting information to a meeting or small audience.</li> <li>10. Experience in undertaking User Acceptance Testing.</li> <li>11. Previous experience of CABS specific processes across a range of activities and specialist, policy and procedural knowledge such as GDPR.</li> </ol>	<p><b><u>Experience</u></b></p> <ol style="list-style-type: none"> <li>1. A minimum of 12 months of satisfactory and consistent performance working within the role including up to date mandatory training.</li> <li>2. Experience of using process mapping and software such as Visio or Engage.</li> <li>3. Experience supporting the DQC senior and/or other internal colleagues with project work to support the council's improvement agenda.</li> <li>4. Demonstrable experience of supporting change and training on new processes.</li> <li>5. Experience of organisation and independent delivery of training programmes.</li> <li>6. Experience of creating written communications, such as staff bulletins and 'handy to have' guides to support training.</li> <li>7. Experience of providing a duty manager cover and, as such supervise and flexibly deploy staff to meet day-to-day priorities.</li> <li>8. Experience of analysing reasons for failure demand and making recommendations for improvements.</li> <li>9. Experience of delivering consistent high-quality, accurate work and competence.</li> <li>10. Experience of call monitoring for compliance to processes and procedures, flagging any urgent issues immediately with individual and line manager.</li> <li>11. Experience of providing investigatory summary information to present to managers for responding to complaints.</li> <li>12. Experience of making modifications to call routing and record and make live front-end messages.</li> <li>13. Experience of working independently within defined procedures, without referring to a supervisor/line manager, where necessary.</li> </ol>	<p><b><u>Experience</u></b></p> <ol style="list-style-type: none"> <li>1. A minimum of 12 months of satisfactory and consistent performance working at the previous level including up to date mandatory training.</li> <li>2. Demonstrable experience of mapping 'as is' processes and suggesting and contributing to mapping new proposed processes/design.</li> <li>3. Experience of undertaking configuration of telephony system.</li> <li>4. Experience of extracting a range of reports in Mitel to inform performance improvement.</li> <li>5. Experience of using data to positively influence performance.</li> <li>6. Experience of taking a lead role or project activity to bring about process improvement.</li> <li>7. Experience in the development of service and succession planning, by identifying or specifying training. "</li> <li>8. Demonstrable experience in helping to prepare responses to Requests for Information.</li> <li>9. Experience of supervising, co-ordinating or training other employees where required and to deploying staff resources to meet day to day-to-day priorities.</li> </ol>

			<p><b><u>Skills</u></b></p> <ol style="list-style-type: none"> <li>1. Proficient in the use of: <ol style="list-style-type: none"> <li>a. Microsoft Word, Excel, Outlook and teams and an ability to use a range of computerised systems with a high level of speed and accuracy.</li> <li>b. Use of bespoke systems and software and applying the importance of data quality.</li> </ol> </li> <li>2. Able to apply practical/procedural/ knowledge, in a specialist area such as call routing and telephony system and ability to turn theory into practical solutions, such as GDPR, equality of access and anticipating the needs of customers.</li> <li>3. Able to analyse and interpret information.</li> <li>4. Able to use the most appropriate style and method of communication with people at different levels inside and outside of the organisation and to present varied information in an understandable way to a range of audiences.</li> <li>5. Able to manage customer expectations using soft skill techniques to ensure a good, high-quality service and an ability to train others in using these skills.</li> <li>6. Able to work independently and able to make recommendations to your line manager about a planned course of action and rationale for your recommendation. To train other employees.</li> <li>7. Able to deal with high levels of work-related pressure, for example from deadlines, interruptions or conflicting demands.</li> <li>8. Able to learn new systems software and transfer knowledge to others.</li> <li>9. Able to carry out tasks and/or advise and train on internal procedures, which impact on the health and well-being of people.</li> </ol>	<p><b><u>Skills</u></b></p> <ol style="list-style-type: none"> <li>1. Intermediate Excel skills.</li> <li>2. Highly skilled in customer interactions; build positive relationships with colleagues.</li> <li>3. Ability to use judgement and creativity to assess situations and solve various straightforward problems and/or develop short term plans.</li> <li>4. Able to provide general information, advice and guidance on established internal procedures across a range of services in relation to administration OR telephony and advise on internal procedures which impact on the health and well-being of people, whilst undertaking Duty role.</li> <li>5. The ability to take responsibility for supervision, coaching and mentoring others when training others.</li> </ol>	<p><b><u>Skills</u></b></p> <ol style="list-style-type: none"> <li>1. Advanced Excel skills.</li> <li>2. Able to produce and develop processes for suggested improvements to customer experience.</li> <li>3. Able to extract a range of reports from Mitel, including account codes, or other systems.</li> <li>4. Able to summarise data to present to others for the purposes of redevelopment or improvement, such as may be requested from business change/ digital colleagues.</li> <li>5. Able to co-ordinate a User Acceptance Testing exercise and pull together findings.</li> <li>6. Strong communication skills to present complex/sensitive information in an understandable way to a range of audiences and maintain positive professional relationships with colleagues.</li> </ol>
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Development Quality and Compliance Senior	Range 5	<p>To help deliver a high quality, professional, modern, evolving, and compliant customer contact service for our Medway residents and visitors, and a high quality, professional and efficient administration service.</p> <p>To play an active part in improving the customer experience, and performance <i>to ensure they meet requirements for excellent service delivery</i>. This includes:</p> <ul style="list-style-type: none"> <li>analysing and making data led decisions to help inform improvements or changes.</li> <li>contributing to the continued development and improvement with customers at the centre of everything you do.</li> <li>call routing, front-end messages, significant contributions to process mapping, process improvements and working in partnership with other teams and services and senior managers of the council.</li> <li>development of Mitel reports to give detailed performance information and regular review and changes to call routing, front end messages,</li> <li>ensuring that CABS officers are well trained with attention to compliance and processes that are clear to help achieve a high-quality service and good customer experience.</li> <li>acting as an ambassador to champion an improved customer experience when collaborating and working with other departments, partners, or providers of services, such as the telephony provider.</li> <li>Liaise with stakeholders in a way that promotes the One Medway Council Plan and embeds our values and behaviours.</li> </ul>	Required for this level	In addition to level A	In addition to levels A and B
			<p><b>Qualifications</b></p> <ol style="list-style-type: none"> <li>Evidence of five GCSEs at Grade C or Level 4 and above or equivalent, (including Maths and English)</li> </ol>	<p><b>Qualifications</b></p> <ol style="list-style-type: none"> <li>Evidence of continuous learning and development agreed with your line manager.</li> </ol>	<p><b>Qualifications</b></p> <ol style="list-style-type: none"> <li>Evidence of continuous learning and development agreed with your line manager.</li> </ol>
			<p><b>Knowledge</b></p> <ol style="list-style-type: none"> <li>Knowledge of council services and their work</li> <li>knowledge of call centre telephony systems</li> <li>A good knowledge of GDPR, its importance when handling customer data, and how to efficiently apply GDPR best practice.</li> <li>Detailed knowledge of process mapping, including the use of mapping software, to plot and improve or simplify processes and an understanding of basic service design principles</li> <li>Knowledge of CABS duty role and its importance in day-to-day performance.</li> <li>A basic understanding of line management processes.</li> <li>A basic understanding of HR and Health and Safety policies, including; Display Screen Equipment (DSE) and sickness and disciplinary.</li> </ol>	<p><b>Knowledge</b></p> <ol style="list-style-type: none"> <li>An advanced knowledge of call centre telephony systems and other functional systems and software used by CABS officers and/or an advanced knowledge of creating and extracting reports from these systems, such as Mitel</li> <li>A good knowledge of the mechanics of the CABS performance forum.</li> <li>Knowledge of line management processes, such as the importance of 1 to 1s and appraisal process, and knowledge of HR processes, such as sickness absence management or disciplinary.</li> <li>Good knowledge of council services, their work, and how Customer and Business Support delivers service to them.</li> <li>Developed knowledge of the workings of the DQC team as a DQC officer and knowledge of telephony on a large range of lines and associated procedures for each.</li> <li>A sound knowledge of CABS demand and performance measures and an understanding of the influences of, and responses to, each.</li> <li>A knowledge of staff recruitment methods, including the application of equality and diversity principles.</li> </ol>	<p><b>Knowledge</b></p> <ol style="list-style-type: none"> <li>Expertise in respect of CABS demand and performance influences and how to routinely apply solutions and prevent recurrence of former problems.</li> <li>Sound knowledge in respect of GDPR, including assisting in the production of DPIAs, Fols, EIRs, Subject Access Requests, and requests for erasure.</li> </ol>
			<p><b>Experience</b></p> <ol style="list-style-type: none"> <li>Experience of working in a customer services environment for at least 2 years and/or previous experience of providing an administrative support service in local government or another public sector.</li> <li>At least 12 months' experience as a DQC officer and at least two years as a CABS Officer.</li> <li>Experience of delivering a high-quality service for internal and external customers.</li> </ol>	<p><b>Experience</b></p> <ol style="list-style-type: none"> <li>A minimum of 12 months of satisfactory and consistent performance working within the role at including up to date mandatory training.</li> <li>Proven experience of building positive relationships with a range of internal and/or external stakeholders.</li> <li>Experience of analysing information and preparing summary reports for a senior audience, such as Head of Service, Chief Information Officer or Portfolio Holder.</li> </ol>	<p><b>Experience</b></p> <ol style="list-style-type: none"> <li>A minimum of 18 months of satisfactory and consistent performance working at the previous level including up to date mandatory training.</li> <li>Experience of a homegrown improvement suggestion coming to fruition, for example changes to configuration or front-end messages or process that results in a positive outcome</li> <li>Experience of taking a project lead or specialist role that improves the customer experience or delivers efficiencies.</li> </ol>



			<ol style="list-style-type: none"> <li>4. Experience of managing customer expectations and investigating issues and complaints.</li> <li>5. Demonstrable experience of using a range of systems as well as being able to explain them to others.</li> <li>6. Demonstrable experience of delivering training and development programmes and/or experience of supporting change and training on new processes.</li> <li>7. Experience of using data to positively influence performance.</li> <li>8. Experience of presenting information to a meeting or small audience.</li> <li>9. Experience in the development of service and succession planning, by identifying or specifying training.</li> <li>10. Experience of delivering consistent high-quality work and competence.</li> <li>11. Previous experience of CABS specific processes across a range of activities and specialist, policy and procedural knowledge such as GDPR and issues that could impact on the well-being of people.</li> <li>12. Experience of undertaking configuration of telephony system including recording and implementing front end messages or schedule work, such as Out of Hours messages or front-end messages.</li> <li>13. Experience of providing and analysing management information to help inform data led decisions.</li> <li>14. Experience of using Excel to a high level and with developed skills to ensure that good data can be captured and summarised and presented in a variety of formats including graphs/charts.</li> </ol>	<ol style="list-style-type: none"> <li>4. Experience of close team working with ICT to ensure that telephony (or other) issues are resolved quickly.</li> <li>5. Experience of extracting a range of reports from Mitel reports to inform performance improvement.</li> <li>6. Experience of quality checking Mitel reports and Power BI reports and agreeing changes in presentation for a range of audiences; and/OR experience of analysing reasons for failure demand and making recommendations for improvements.</li> <li>7. Experience of collaborating with a range of internal services on service improvement and updates to service provision.</li> <li>8. Experience of presenting information in, and playing a pivotal part, in service liaison meetings to achieve positive outcomes.</li> <li>9. Demonstrable experience of contributing to new improved processes/design.</li> </ol>	<ol style="list-style-type: none"> <li>4. Experience of writing reports for presentation to the CABS management team, and a broader audience of Managers/Members across the organisation at a senior level to influence decision making.</li> <li>5. Experience as an expert in respect of call centre telephony and other functional systems and a track record of resolving issues independently as well as with ICT.</li> <li>6. Experience in working with service design teams to help the organisation understand and contribute to solving large, complex problems And/or Experience in working with Performance and Intelligence to develop the CABS suite of reports on Power BI.</li> <li>7. Experience in leading or assisting with recruitment within CABS.</li> </ol>
			<p><b><u>Skills</u></b></p> <ol style="list-style-type: none"> <li>1. Proficient in Microsoft Word, Excel and Outlook, teams and an ability to use a range of computerised systems with a high level of speed and accuracy.</li> <li>2. Proficient in task specific systems and software and able to learn new systems/software.</li> </ol>	<p><b><u>Skills</u></b></p> <ol style="list-style-type: none"> <li>1. Skilled in using process mapping with a track record of applying solutions and resolving issues with a relentless user focus.</li> <li>2. Ability to set or refine call and make changes to telephony schedules or front-end messages in response to an urgent business need.</li> </ol>	<p><b><u>Skills</u></b></p> <ol style="list-style-type: none"> <li>1. Expert ability in a range task specific systems and software, with the ability to advise and guide others.</li> <li>2. Innovative skills to improve a process or service.</li> <li>3. Developing customer centric service design skills or CABS complex Mitel configuration and new reporting processes.</li> </ol>

			<p>3. Able to apply organisational/ policy knowledge such as anticipating the needs of customers for equality of access analyse and interpret complex information and situations, such as call data, and develop solutions and plans for the medium term.</p> <p>4. Able to build and maintain great relationships with a wide range of people and demonstrate strong communication skills to present complex/sensitive information in an understandable way to a range of audiences.</p> <p>5. Able to manage training using effective and relevant methods</p> <p>6. Able to work independently and able to make recommendations to your line manager about a planned course of action and rationale for your recommendation.</p> <p>7. Able to manage customer expectations using soft skill techniques to ensure a good, high-quality service and an ability to train others in using these skills.</p> <p>8. Able to supervise, co-ordinate or train other employees where required and to deploy staff resources to meet day to day priorities.</p> <p>9. Able to deal with high levels of work-related pressure, using prioritisation skills</p> <p>10. Able to cover the CABS duty role when required to do so.</p>	<p>3. Able to identify risks in relation to data, reputation or people and take appropriate action to mitigate such.</p>	
Job Title	Range	Duties	Level A (Developing)	Level B (Practising)	Level C (Accomplished)
Blue Badge Occupational Therapist	Range 5	<p>To carry out varyingly complex and diverse assessments in order to decide eligibility for Blue Badges and Disabled Persons Bus Passes through the application of specialist clinical knowledge in relation to physical and mental health disabilities.</p> <p>To document clinical reasoning eligibility decisions, and maintain electronic only records, case notes and assessments, ensuring that all data</p>	<p>Required for this level</p> <p><b>Qualifications</b></p> <p>1. Degree in Occupational Therapy.</p> <p>2. Up to date Health and Care Professions Council registration as a qualified Occupational Therapist.</p> <p>3. Enhanced DBS.</p> <p><b>Knowledge</b></p> <p>1. Demonstrable practical and/or procedural Occupational Therapy</p>	<p>In addition to level A</p> <p><b>Qualifications</b></p> <p><b>Knowledge</b></p> <p>1. Working knowledge and understanding of Department for Transport guidance on eligibility</p>	<p>In addition to levels A and B</p> <p><b>Qualifications</b></p> <p><b>Knowledge</b></p>

		entered meets the highest standards of accuracy, quality and timeliness.	<p>knowledge in a specialist area, as well as the ability to turn theoretical enablement knowledge into practical applications.</p> <p><b>Experience</b></p> <ol style="list-style-type: none"> <li>1. Demonstrable experience of working in a team and commitment to team working.</li> <li>2. Experience in undertaking work that requires a range of imaginative solutions and responses and involves application of fresh and innovative thinking.</li> <li>3. Experience of using back-office systems and updating electronic case records in a timely and professional manner.</li> </ol>	<p>regarding Blue Badges and Disabled Persons Bus Passes, minimal referring to more senior officers for advice and guidance.</p> <p><b>Experience</b></p> <ol style="list-style-type: none"> <li>1. 12 months' experience of undertaking eligibility assessments in relation to Blue Badges and Disabled Persons Bus Passes.</li> <li>2. Experience of improving the skills of others by providing informal guidance.</li> <li>3. Experience of keeping own mandatory council training up to date.</li> </ol>	<p>1. Robust / extensive knowledge and understanding of eligibility criteria regarding Blue Badges and Disabled Persons Bus Passes.</p> <p><b>Experience</b></p> <ol style="list-style-type: none"> <li>1. Extensive experience (three years or more) of undertaking eligibility assessments in relation to Blue Badges and Disabled Persons Bus Passes.</li> <li>2. Experience of attending and participating in Local Authority Peer Assessment Group meetings or the Department for Transport's Local Authority Peer Group meetings.</li> <li>3. Experience of providing formal supervision and informal mentoring to students and/or newly qualified Occupational Therapists.</li> </ol>
			<p><b>Skills</b></p> <ol style="list-style-type: none"> <li>1. Able to work independently, with regular use of initiative to solve a problem, referring to more senior officers for advice and guidance where required.</li> <li>2. Able to use analytical skills to interpret complex information and situations in relation to determining eligibility.</li> <li>3. Able to develop solutions or plans which may take from several months up to a year to formulate.</li> <li>4. Able to have considerable direct impact on the well-being of individuals or groups of people with mobility problems by: <ol style="list-style-type: none"> <li>i. undertaking an assessment of needs.</li> <li>ii. designing and implementing appropriate care or welfare; and</li> <li>iii. evaluating those enabling strategies.</li> </ol> </li> <li>5. Able to use good person-centred communication styles and build trusting rapport with applicants.</li> <li>6. Proficient in the use of Microsoft Word, Outlook and Teams, including the accurate completion of electronic forms for recording assessments.</li> </ol>	<p><b>Skills</b></p> <ol style="list-style-type: none"> <li>1. Able to work independently, with regular use of initiative to solve a problem and minimal referring to more senior officers for advice and guidance.</li> <li>2. Able to use enhanced sensory skills/ active listening and observation skills when completing face to face clinic assessments to ensure data is recorded live and accurately on laptop.</li> <li>3. Able to use enhanced questioning skills during desk-based assessments, adopting a professional curious approach to ensure beneficial collaboration.</li> <li>4. Able to document and present your decision for each assessment undertaken in a way that is easily understood by the applicant.</li> <li>5. Able to provide advice and guidance to colleagues or customers on established internal procedures in relation to Blue Badges, Disabled Persons Bus Passes and Disabled Bays.</li> </ol>	<p><b>Skills</b></p> <ol style="list-style-type: none"> <li>1. Able to respond independently where there are no recognised procedures and decisions have to be made without access to a line manager.</li> <li>2. Able to suggest improvements to the national Blue Badge scheme which enhance the customer experience or bring about greater efficiencies.</li> </ol>

			<p>7. Able to work within recognised procedures and respond independently using professional judgment in relation to Occupational Therapy.</p> <p>8. Able to deal with high levels of work-related pressure, for example from deadlines, interruptions or conflicting demands.</p> <p>9. Sensory and precision skills to observe applicants' walking abilities, how they handle pain, measure and calculate their walking speed and distance.</p>		
Job Title	Range	Duties	Level A (Developing)	Level B (Practising)	Level C (Accomplished)
Customer and Business Support Operations Manager	Range 6	<p>As a member of the Customer and Business Support (CABS) senior leadership team, the postholder plays an important part in the operational management and strategic direction of CABS. In a time of fast-moving change, they will lead and inspire the CABS team to deliver a professional, high quality, modern, ever improving/evolving and compliant service for residents and internal customers:</p> <ul style="list-style-type: none"> <li>Medway Council's primary customer contact channel, including various inbound contact methods,</li> <li>Medway Council's centralised, professional administration support function, serving most internal departments.</li> </ul> <p>The postholder will embrace new technologies and modernisation of the service, supporting colleagues to do the same.</p> <p>They will ensure customer enquiries; service requests and all other transactions are dealt with in an efficient manner. They will ensure administration (including 'own services' of Blue Badge and the Community Interpreting Service CIS) is efficiently completed and according to service operating agreements or other standards, providing excellent customer service.</p>	Required for this level	In addition to level A	In addition to levels A and B
			<p><b>Qualifications</b></p> <ol style="list-style-type: none"> <li>Evidence of: A good level of general education to A level or equivalent, with a particular emphasis on English and Mathematics.</li> <li>Completed a minimum of five Management and Leadership Development courses, Or other professional development agreed with your line manager.</li> </ol>	<p><b>Qualifications</b></p> <ol style="list-style-type: none"> <li>Working toward, or completed, a management qualification (for example ILM 3 or above) Or Completed the full range of Management and Leadership Development courses or evidence of other professional development agreed with your line manager.</li> </ol>	<p><b>Qualifications</b></p> <ol style="list-style-type: none"> <li>Degree or higher level of general education, or equivalent vocational qualification. Or Recognised management or other relevant qualification (e.g. ILM 5)</li> </ol>
			<p><b>Knowledge</b></p> <ol style="list-style-type: none"> <li>A working knowledge of the full range of services provided by unitary authorities.</li> <li>A sound knowledge of customer services and/or administration business support services and principles</li> <li>A sound understanding of HR and Health and Safety policies, including but not exclusively: performance management, competency/capability, disciplinary/Display Screen Equipment (DSE), probation.</li> <li>An all-round knowledge of wellbeing support such as prevention of stress in the workplace, maternity risk assessment and a good understanding of the support facilities available to managers in managing these matters.</li> </ol>	<p><b>Knowledge</b></p> <ol style="list-style-type: none"> <li>A good knowledge of the structure and responsibilities of all CABS teams with some practical experience of working within an EMT or SMT role (at least two years).</li> <li>Demonstrable knowledge of policy, procedural, organisational matters and specialist areas across a wide range of the services' activities.</li> <li>A good working knowledge of Medway Council services and ways of working</li> <li>A sound knowledge of the rules, legislation or constraints within which service is delivered by CABS and by partner services</li> <li>Sound knowledge of service level agreements between CABS and individual council services.</li> <li>Sound knowledge of finance and budget management to support regular budget monitoring to meet financial targets.</li> <li>A good knowledge of the systems and processes required to perform the role and an understanding of the range of systems used within CABS.</li> </ol>	<p><b>Knowledge</b></p> <ol style="list-style-type: none"> <li>Knowledge of creating processes and council policies from scratch, in collaboration with the service manager, and involving the CMT where appropriate.</li> <li>Advanced knowledge of policy, procedural, organisational matters and specialist areas across a wide range of the services' activities. This would allow the postholder to act as an advisor to colleagues, including more senior managers and would include matters relating to rules and legislation that govern ways of working.</li> </ol>

		<p>They will work closely with council services to agree service levels and, where appropriate, identify and embed changes to meet organisational objectives. Build strong and effective relationships with services and provide effective leadership for implementing the changes.</p> <p>Liaise with stakeholders in a way that promotes the <a href="#">One Medway Council Plan</a> and embeds our <a href="#">values and behaviours</a>.</p>	<ol style="list-style-type: none"> <li>5. A good knowledge of customer procedures such as prevention of violence and aggression and domestic abuse.</li> <li>6. Knowledge of recruitment procedures, knowing how to use recruitment systems to review applications, shortlist and schedule candidates for interview.</li> <li>7. Knowledge of change management principles.</li> </ol>	<ol style="list-style-type: none"> <li>8. Knowledge and understanding of the council's core responsibilities and the way it works.</li> </ol>	
			<p><b>Experience</b></p> <ol style="list-style-type: none"> <li>1. Significant experience as a team manager within a Public Sector organisation (a minimum of 2 years) including the development of individuals by coaching, mentoring and training.</li> <li>2. Experience of working in customer service or a centralised diverse administration or business support function, this should include dealing with internal or external customer interaction by phone, email or face to face, include evidence in dealing with or the supervision of resolution of complaints.</li> <li>3. Experience in leading and developing a team, including responsibility for managing the workload of the team across multiple services, motivation and engagement, communication, setting targets, performance monitoring, and supporting wellbeing.</li> <li>4. Experience in managing and prioritising own, and the team's, workload, working with high levels of work-related pressure.</li> <li>5. Experience of carrying out a range of tasks and understanding the rules and procedures associated with them.</li> <li>6. Experience of using a range of HR policies to effectively manage the team, including disciplinary, capability, sickness and conduct issues.</li> <li>7. Experience of undertaking Performance Progression and Pay, or</li> </ol>	<p><b>Experience</b></p> <ol style="list-style-type: none"> <li>1. A minimum of 12 months of satisfactory and consistent performance working within the role including up to date mandatory training.</li> <li>2. Experience of service liaison and creating service operating agreements, balancing conflicting priorities.</li> <li>3. Experience of significant contributions to developing a CABS service plan and contributions to the strategic direction of the service.</li> <li>4. Experience of significant contributions to developing a business continuity plan.</li> <li>5. Experience of developing and maintaining career progression frameworks for CABS and CIS.</li> <li>6. Experience in taking responsibility for recruitment decisions and staffing for CABS.</li> <li>7. Experience of taking Senior management responsibility for the delivery and direction of distinct income generating service areas, Blue Badge and CIS.</li> <li>8. Experience of steering, managing and creating a strong extended management team.</li> </ol>	<p><b>Experience</b></p> <ol style="list-style-type: none"> <li>1. A minimum of 24 months of satisfactory and consistent performance working at the previous level including up to date mandatory training.</li> <li>2. Significant experience in significant service or process improvement.</li> <li>3. Experience in creating or developing policy and processes and supporting the design of workflow through systems applications.</li> <li>4. Experience of writing and delivering complex reports to senior management, supporting this with briefings and formal presentations, tailoring presentations and other material to a range of audiences, refining in flight and checking for understanding and adherence.</li> </ol>

			<p>similar appraisal discussions, with team members, including objective setting.</p> <p>8. Experience of managing conflict with individuals, other services or customers, through negotiation or mediation.</p> <p>9. Experience in managing health and safety for the team.</p> <p>10. Experience of undertaking risk assessments in relation to people or buildings and respond to a changing or emergency situation through business continuity plan.</p> <p>11. Experience of Report writing</p> <p>12. Experience in the handling of DPIAs, FOIs and SARs</p> <p>13. Considerable experience dealing with challenging and difficult customers.</p>		
			<p><b><u>Skills</u></b></p> <p>1. Ability to analyse and interpret data sets, such as telephony performance, as the basis for operational decision making (staff deployment, process flows, call routing, system refinements)</p> <p>2. Ability to progress a variety of work (over several service areas), within recognised guidelines, and making decisions without the need to refer to the service manager.</p> <p>3. Developed communication skills with the ability to present complex and/or sensitive information in an understandable way, using a variety of methods across a range of audiences.</p> <p>4. Ability to oversee, and to provide guidance to colleagues concerning, the delivery of services according to correct policy, procedures and rules. This could cover such areas as accessibility to service and information, covering a range of functional areas from Blue Badges to community interpreting.</p> <p>5. Able to deal with high levels of work-related pressure, meeting deadlines,</p>	<p><b><u>Skills</u></b></p> <p>1. Ability to use initiative and judgement interpreting data, such as detailed reports, to create meaningful solutions. This could include procedural or workflow issues, systems usage or problems with relationships</p> <p>2. Adept in the use of IT, including the Microsoft suite of applications and a knowledge of the relevant functional systems used.</p> <p>3. Ability to use initiative to identify areas for improvement and either contribute to projects to develop new and improved ways for working or take the lead in managing a project.</p> <p>4. Ability to confidently prepare for, manage and efficiently lead, discussions with senior managers and services.</p> <p>5. Able to provide interpretation, advice and guidance on the operation and implementation of external regulations and statutory requirements in such areas as, Blue Badges, and Community interpreting.</p> <p>6. Able to operate a shared responsibility for the development of policies and procedures in relations to physical resources which will have a significant impact on the operation of CABS.</p> <p>7. Ability or experience of chairing HR formal hearings e.g. sickness, disciplinary etc including decision making up to dismissal.</p> <p>8. Able to effectively and responsibly manage spend, and cost saving activities to have a beneficial impact on council resources.</p>	<p><b><u>Skills</u></b></p> <p>1. Ability to lead in a project which impacts a wider audience, or has significance for the organisation, including careful planning, identifying and communicating with stakeholders, setting medium to long term plans, using SMART objectives and milestones and monitoring progress of the project through to completion.</p> <p>2. Developed negotiation and diplomacy skills to deal with challenging and complex situations and/or customers</p> <p>3. Innovation skills, to think outside normal parameters, to resolve complex situations, including significant process or systems improvements.</p>

			<p>coping with interruptions or conflicting demands</p> <p>6. Able to work for extended periods of concentration, on complex data analysis or report writing, for example.</p> <p>7. Ability to effectively deal with occasional exposure to disagreeable or aggressive customers.</p> <p>8. Ability to organise and manage the team's and own workload, delegate tasks effectively, monitoring for completion and taking responsibility for outcomes.</p> <p>9. Proven ability to remain calm and retain clarity of thought in pressured situations.</p>	<p>9. Able to take responsibility for the performance management of the service.</p> <p>10. Able to take an active role in projects that support the strategic direction of the service or support council wide activities.</p>	
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\*References to a length of experience can include time spent in secondments or acting up into a role.

\*Unless otherwise specified in the guidance, evidence to progress needs to be provided from work that you've completed within the last two years.

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If the interaction with the officer, you are supporting is on Microsoft chat function you can use the snipping tool and save your evidence. When you are collecting evidence and saving in a work area, please ensure your adherence to GDPR redacting any identifying information. If it is a phone call, then we would ask that you seek a witness statement from the person you are supporting and save that as evidence, and the date and time of call and who contacted you.