

## Job Description

Job title	CUSTOMER AND BUSINESS SUPPORT OFFICER
Directorate	BUSINESS : Business Support
Division	< FINANCE AND BUSINESS IMPROVEMENT>
Range	MPR 3
Reports to	CUSTOMER AND BUSINESS SUPPORT TEAM MANAGER

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### Main purpose of the job:

To provide an excellent service to internal and external customers, managing 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 by:

- o helping to deliver a high quality, professional, modern and evolving customer contact service for our Medway residents and visitors;
- o liaising with council services to allocate, prioritise, progress chase and help manage service requests ensuring urgent issues are appropriately flagged;
- o helping to deliver a high quality, professional and evolving administration service to council departments; and
- o supporting, adopting and embracing new ways of working, including technology, and highlighting inefficient work practices to be improved.

Liaise with stakeholders in a way that promotes the [One Medway Council Plan](#) and embeds our [values and behaviours](#).

### Accountabilities and outcomes:

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. Provide advice and guidance to customers seeking service or council information. This will be achieved through telephone, social media, face to face or other modern and evolving methods, such as web chat.

Deal with the emotional demands from customers who may be distressed, at risk of harm, facing financial difficulty or other life challenges, who require access to service or information but may not be easily able to articulate their needs, to ensure customers feel listened to and their expectations managed about how we can help.

Take responsibility for raising referrals where there is a concern for welfare so that vulnerable customers get the help and support they need to keep safe.

Undertake arithmetical calculations and take payments ensuring data is handled and dealt with in line with financial regulations to help maximise the council's income.

Understand, update and work within defined procedures and timescales for administration tasks, to meet organisational standards.

Provide digital assistance to customers where needed to allow fair and equal access to service. To empower/encourage customers to understand and embrace new technologies to self-serve in the future where possible

To demonstrate flexibility in switching between tasks, in support of the 'CABS blend', and to provide cover to other members of the team during periods of absence or unusually high volumes of work, to ensure a high quality of service at all times.

At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent with the nature of the job described above.

### Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

As a corporate parent, all council employees are responsible for ensuring the well-being and positive outcomes of Medway's care-experienced children and young people.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Development Framework.

Work in accordance with the Equality Act 2010 and the Public Sector Equality Duty to eliminate unlawful discrimination, harassment and victimisation. Promoting equality of opportunity, fostering good relations and improving the quality of life and opportunities for everyone living and working in Medway.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

Medway Council is a Category One responder in relation to the Civil Contingencies Act (2004) and as a result all staff working for the Authority may be asked to carry out Category One response duties or stand into the role of another member of staff who is responding to a Major Civil Incident.

### Organisation:

This role reports to the Customer and Business Support Team Manager

The post holder will not be required to line manage others but may be required to direct, coordinate or train other employees.

The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

### Working Style:

HYBRID - a flexible working arrangement whereby an employee can undertake their work either in the office and/or partially or mainly from home on a temporary or permanent basis. Employees maybe asked to work at any location across Medway

## Person specification

All criteria at level A are considered essential unless stated otherwise.

### Qualifications

#### Level A

1. A good level of education (such as GCSEs level 4-9 or equivalent), including English and Maths.

#### Level B (in addition to level A criteria)

#### Level C (in addition to levels A and B)

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### Knowledge

#### Level A

1. A basic awareness of the principles of good customer service.
2. An awareness and understanding of GDPR and its importance when handling customer data.

#### Level B (in addition to level A criteria)

1. A sound knowledge of good customer service.
2. Working knowledge of the systems used to perform role.
3. A basic understanding of the council's structure and the services provided by a unitary authority.
4. Working knowledge of rules, processes and procedures that govern how you work.

#### Level C (in addition to levels A and B)

1. Expert knowledge in the areas in which you are working and systems used (colleagues seek your advice).
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### Experience

#### Level A

1. Experience of working in a customer services environment and/or previous experience of providing an administrative support service to external or internal customers.
2. Experience of carrying out a range of tasks and understanding/following the rules and procedures associated with them.

#### Level B (in addition to level A criteria)

1. A minimum of 12 months of satisfactory and consistent performance within the role, including up to date mandatory training.
2. 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.
3. Experience of administration or telephony tasks across more than one subject area of work.
4. 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.
5. Experience of supporting, adopting, and embracing new ways of working, including technology.
6. Experience of providing side by side buddying support, training or peer support for another team member.

### Level C (in addition to levels A and B)

1. A minimum of 12 months of satisfactory and consistent performance working at the previous level including up to date mandatory training.
  2. Experience of identifying a significant improvement to a process and providing full written details to your line manager
  3. 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.
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## Skills

### Level A

1. Proficient in the use of Microsoft Word, Outlook, Teams and Excel.
2. The ability to deal with some work-related pressure, for example from deadlines, interruptions or conflicting demands.
3. Ability to use computer and keyboarding skills with care and accuracy when entering data and information onto systems.
4. Ability to use written and oral communication skills to present varied information in an understandable way to a range of audiences.
5. Able to manage customer interactions and expectations using soft skills, remaining calm, polite and courteous when dealing with customers.
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.
7. 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.
8. Ability to learn and successfully use task specific systems and software.
9. Ability to identify and act on own development needs.

### Level B (in addition to level A criteria)

1. The ability to present information to small groups of people or to speak up with ideas at Team Meetings or team huddles.
2. The ability to work independently within defined procedures and rules and use problem solving skills to create solutions in agreement with line manager.
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.
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.
5. Proficient in the use of task specific systems and software.
6. Ability to review a CABS procedure note(s) and agree changes with line manager.
7. Highly skilled in managing customer interactions.
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.

Level C (in addition to levels A and B)

1. Ability to articulate and present information to a meeting / CABS audience.
2. Excellent communication skills in report writing, presentation and minute taking.
3. Subject and systems expert; seen as an advisor to colleagues