

# Job Pack

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**Customer First  
Resolution  
Team Advisor  
– Customer  
Contact**



Lewes District Council



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## Location

Thank you for taking the time to look at the details of this post.

Located in the heart of the Sussex countryside and one of the principal towns of the South Downs National Park Lewes offers the best of town and country. It is no surprise that the District is considered among the most desirable places to live and work in the UK.

Lewes town is one of the jewels of the South Downs National Park and the District also possesses many picturesque towns and villages, all with their own unique character.

Whilst nearby Eastbourne is a resort town on England's southeast coast. On the seafront are Victorian hotels, the 19th-century Eastbourne Pier and a 1930s bandstand. Discover a wide range of shops in Eastbourne from high street shopping at The Beacon to the quaint Victorian shopping streets of Little Chelsea, and the boutiques in the Enterprise Centre.

One of the most attractive aspects of living and working in the Lewes and Eastbourne area is the quality of life it has to offer. It is a truly exceptional location. Make the most of the area by enjoying a wide range of activities including country walks, water sports and much more.

Our offices in Lewes and Eastbourne are located close to Train Stations with direct connections to the coast and London. However, the Council provide all the necessary IT and infrastructure to enable home working and maintain a good work life balance

***“The best of town, country and coast”***

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**We are able to offer our staff a range of benefits and access to discounts as follows:**

- Membership at local leisure centres who are part of Wave Leisure across the District and Borough and at the Sovereign Centre in Eastbourne.
- Kaarp Benefits which are only available to Local Government employees and includes between 3 and 4.5% savings at supermarkets when purchasing a gift card as well as savings on attractions and discounts on many other things.
- Chorus Workplace Savings Scheme
- Boundless which includes up to 10% off high-street and supermarket goods through discounted pre-paid shopping cards.
- CSSC which includes free entry to a number of tourist attractions and a free tastecard as well as discounted cinema visits and 4% saving on supermarket shopping through pre-paid shopping cards.
- Public Sector Discounts – by paying £9.99 for a Black Card £2.99 staff are able to access discounts such as 2.5% cashback – ASDA, 3.5% cashback – Sainsbury's, Waitrose and M&S, 4.5% cashback on B&Q and Primark and 5% cashback – Boots, Carpetright, Clarks, feelunique, Halfords, Harvester, John Lewis, National Express, New Look, River Island, Body Shop, Nike, The White Company, The Works, Waterstones, Wilko etc.
- Easit – the Councils have joined the Queens Award winning easitNETWORK group through which we hope to influence travel behaviour in the area by providing a full range of transport options to encourage staff to adopt more sustainable commuting habits. EasitNETWORK is a social enterprise, not for profit organisation that is all about sustainable travel. Our staff can benefit from many transport discounts including 15% discount on Southern rail journeys across the network (except central London zones 1,2,+ 3); including peak time travel; 10% discount at Halfords on all bikes, cycling accessories, servicing and parts; 15% discounts on monthly and annual bike insurance and 25% discount on new, electric, folding Beat Bikes.
- Eyesight tests vouchers are available for all drivers and computer users which include a discount off selected glasses and when glasses are required solely for VDU use.
- Vouchers for fully funded flu vaccinations through Boots which staff can redeem, arrange and book at a participating Boots Pharmacy of their choice.
- Cyclescheme - The UK's leading provider of the cycle to work scheme and the founding member of the Cycle to Work Alliance. It enables our staff to get a bike tax-free, saving between 25-39%. Participants can choose from over 2,000 retailers and enjoy the ability to shop in-store or online.

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- We also understand that balancing everyday life together with the requirements of work and home can create pressures for all of us. To support our staff in achieving this balance we have an Employee Assistance Programme (EAP) in place. Our EAP is currently provided by Health Assured an independent external organisation who work to a robust professional code of strict confidentiality.
  - They offer both emotional and practical support to our staff when they feel they need it. They also have qualified legal advisors who will assist with any legal matters. They will provide advice and guidance on matters such as writing a will, tenancy and housing concerns, divorce procedures, boundary disputes, probate costs, motoring issues, property and partnership rights and immigration information.
  - Our EAP is available 24/7, 365 days and year. As part of this service we are also able to offer staff access to an app where they can find useful articles and webinars alongside an enhanced set of wellbeing tools and engaging features to support wellbeing and wellness.
  - Within the Councils we have a number of staff trained to provide 'first aid' to staff experiencing mental health issues. Mental Health first aiders are trained to listen, reassure and respond, even in a crisis – and even potentially stop a crisis from happening.
  - They are able to empower others to access the support they might need for successful management of symptoms. This could include self-help books or websites, accessing services via their GP, the EAP, other support groups and more.

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## Job Description

<b>Post Title</b>	<b>Customer First Resolution Team Advisor (Customer contact)</b>
<b>Service Area</b>	<b>Service Delivery</b>
<b>Team</b>	<b>Customer First</b>
<b>Grade / salary</b>	<b>C</b>
<b>Reports to</b>	<b>Customer First Team Leader</b>
<b>Date prepared</b>	<b>January 2021</b>

### Job Purpose

- Provide excellent customer service at the first point of contact.
- Resolution of customer issues and requests.
- Provide accurate advice and guidance.
- Facilitating customer access to services and information by enabling and encouraging digital channels.

### Key Tasks

1. Interacting with customers across multiple channels: face to face, phone, letter, email, via customer portal and self-service channels and a range of social media channels.
2. Act on contact
3. Referring to other systems when necessary to resolve requests.
4. Reviewing and moderating reports and requests, proactively managing and resolving them where possible or referring them to the relevant team or contractor using scripts and processes when required.
5. Carrying out a range of other related duties (e.g. making service bookings, taking and processing payments, such as council tax, business rates, rents etc. capturing statistical data or sending correspondence).
6. Answering a range of general enquiries across all council services
7. Sending information sheets, guidelines and website links to customers.

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8. Taking the customer's full story into account when giving advice, provided by the single view of the customer in their Golden Customer Record.
  9. Identifying and escalating complex cases and inconsistencies as appropriate
  10. Providing technical advice to customers having difficulties using My Account or the self-service channels.
  11. Proactively market the benefits of digital and self-service and social media channels to all customers.
  12. Demonstrating and coaching customers in the use of self-serve channels, including rostered floor walking to enable queue management and to encourage and assist customers with the self-serve terminals.
  13. Capturing email addresses and telephone numbers into the contact record where possible and actively encouraging customers to tell us how they prefer to be contacted.
  14. Ensuring all correspondence relating to a customer is imported into their contact record or relevant case to maintain and build the Golden Customer Record.
  15. Supporting customer enabling and self-serve by observing peaks or trends in interaction types and spotting opportunities for the council to initiate further enabling and self-serve. This could involve championing own ideas, participating in multi departmental teams or project teams.
  16. Providing an efficient digital mail room service for all inbound and outbound correspondence. Digital mail room functions also include scanning, indexing and folding of letters.

### **Corporate Accountabilities**

1. To promote equality of opportunity in service delivery in line with strategic commitment and corporate policies.
2. To promote a culture that is supportive of the Councils' purpose, aims and values, and to take all reasonable steps to maintain good employee relations.
3. Staff are encouraged to participate fully in promoting a safety culture to protect the safety and health of themselves, colleagues and other people affected by the Council's activities.
4. To understand and apply the council's Data Protection and Data Quality policy and procedures.
5. Any other duties commensurate with the nature of the post.

6. You will be required to support Eastbourne Borough and Lewes District Councils' corporate priorities and to ensure business continuity eg emergency response, elections, deployment to critical services.
7. Lewes District and Eastbourne Borough Councils' are committed to Safeguarding and promoting the welfare of children and adults at risk. The Corporate Safeguarding Policy and Procedures provides a framework within the Council, setting out responsibilities in relation to safeguarding and promoting the welfare of children and adults at risk.
8. The policy applies to all employees, councillors, volunteers and service providers that are commissioned by the council.
9. To work within the councils' Core Competencies Framework. Central to the delivery of the role are the values and behaviours set out below. These are shared by all employees and applied to everything we do. The bullet points for each competency are examples of performance required:

### Core Competencies

Sharing the Vision – Shaping the Future	<ul style="list-style-type: none"> <li>• Understands the Council's purpose, goals, objectives and values, and is willing to behave consistently with them.</li> <li>• Knows the strategic direction of the Council and acts in support of it.</li> </ul>
Communicating Well	<ul style="list-style-type: none"> <li>• Contributes to and participates in an organisation where high quality information flows smoothly both internally and externally. Works positively to gain understanding from others.</li> </ul>
Driving Improvement, Performance and Results	<ul style="list-style-type: none"> <li>• Takes responsibility and ownership for decisions, actions and results.</li> <li>• Takes actions to improve skills, knowledge and level of contribution.</li> <li>• Seeks and delivers high standards for self, team and Council.</li> </ul>

Self Management – self motivated and professional	<ul style="list-style-type: none"> <li>• Is organised and uses time and technology efficiently. Adopts a flexible approach to change.</li> </ul>
Delivering for our Customers	<ul style="list-style-type: none"> <li>• Demonstrates a desire to identify and give priority to meeting the needs of internal and external customers, generating high levels of customer satisfaction.</li> </ul>
Working Together	<ul style="list-style-type: none"> <li>• Actively contributes to team working, sharing information, valuing the input of others. Works cooperatively and is committed to building productive, positive relationships.</li> <li>• Demonstrates commitment to achieving overall team objectives.</li> </ul>

**This job description sets out the duties of the post at the time it was drawn up. Such details will vary from time to time without changing the general character of the duties or the level of responsibility involved.**



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## PERSON SPECIFICATION

### QUALIFICATIONS

<b>Essential</b> <ul style="list-style-type: none"><li>• Good standard of general education including GCSE at grade C or above (or equivalent) in English and Maths, or qualified by strong relevant experience.</li></ul>	<b>Desirable</b> <ul style="list-style-type: none"><li>• Customer Service Qualification equivalent to NVQ level 2 or higher.</li></ul>
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### TRAINING

<b>Essential</b> <ul style="list-style-type: none"><li>• Commitment to undertake Customer Services qualification and continuing professional development.</li><li>• Willingness to undertake relevant training.</li></ul>	<b>Desirable</b> <ul style="list-style-type: none"><li>• Customer Services.</li><li>• Equalities.</li><li>• Health and Safety.</li></ul>
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### SKILLS & ABILITIES

<b>Essential</b> <ul style="list-style-type: none"><li>• Able to communicate effectively with customers, colleagues, council officers and external agencies.</li><li>• Ability and commitment to help challenging and distressed customers.</li><li>• Ability to actively listen in order to extract and assess important information to ensure that the appropriate arrangements are made to support the customers needs.</li><li>• Ability to work calmly and sensitively.</li><li>• To be confident, flexible and the ability to work on own initiative.</li><li>• Customer focused.</li><li>• Ability to use IT systems to gather, store and process information.</li><li>• Ability to work, support and deliver services within the Councils</li><li>• Equalities Policy.</li></ul>	<b>Desirable</b> <ul style="list-style-type: none"><li>• Understanding of social media channels &amp; channel shifts.</li></ul>
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## KNOWLEDGE

<b>Essential</b> <ul style="list-style-type: none"><li>• Working knowledge Microsoft Office.</li></ul>	<b>Desirable</b> <ul style="list-style-type: none"><li>• Knowledge of services provided across the councils.</li></ul>
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## EXPERIENCE

<b>Essential</b> <ul style="list-style-type: none"><li>• Experience of working in a Customer Services environment.</li></ul>	<b>Desirable</b>
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## PHYSICAL, LEGAL AND OTHER REQUIREMENTS

<b>Essential</b> <ul style="list-style-type: none"><li>• An engaging, enthusiastic and positive manner with a strong “can do” approach.</li><li>• Willingness to work within the Council’s Core competency framework.</li></ul>	<b>Desirable</b>
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***All staff must be prepared to have an understanding of the Equal Opportunities, Customer Care and Health and Safety policies. Managers in particular, must have a commitment to implement and abide by these policies.***

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# TERMS AND CONDITIONS

Lewes District and Eastbourne Borough Councils have been on a transformational journey to fully integrate services. This has involved integrating staff teams, processes and systems whilst still retaining sovereignty of the individual councils.

The employer will be Eastbourne Borough Council.

## **Duration**

This is a permanent contract.

## **Conditions of Service**

The conditions of service for this post are for the National Joint Council (NJC) for Local Government Services. The post is graded Band C.

## **Salary**

The spinal column points (SCP) for the post are as follows:

SCP 06	£25,576
SCP 07	£25,985
SCP 08	£26,402
SCP 09	£26,827

## **Hours**

The hours for this post are 37 a week. These will be worked within operational requirements. Actual starting and finishing times will be agreed with your manager. Within these boundaries the Council operates a flexitime scheme for all but Heads of Service. Details will be supplied to the successful candidate upon appointment.

## **Place of Work**

Your normal place of work will be from home, however you will be required to attend the offices at either Eastbourne or Lewes, or such other places within the boundaries of Lewes District and Eastbourne Borough as may be reasonably required.

In particular, you will be required to:

- Budget for and cover the costs of all expenses incurred (including travel costs) to attend Team Meetings or Events, as well as for training at any of the Councils' sites.
- Budget for and allocate time to travel to appointments in the Councils boundaries where required. For example, visits that need to be performed as part of your role and cannot reasonably or appropriately be carried out remotely.
- Budget for and cover all postage costs (including return postage from Councils sites to your home) for all IT and other work equipment, when this needs to be replaced or updated. This includes but is not limited to, your work phone/headset and your laptop, such as for updates to software that need your laptop onsite connected to the LAN.

- Continue to participate in all meetings as reasonably required, such as 121 meetings, team meetings, attendance management meetings, or consultations on any proposed changes, such as restructures. Where possible and appropriate, these meetings will be conducted remotely but where it is not possible or it is deemed inappropriate for the meeting to be conducted remotely, you will be required to cover all expenses incurred (including travel) for your attendance at said meetings.

**Probationary Period**

All posts are subject to a six months’ probationary period where your suitability for the post will be assessed. During this time your progress will be reviewed and discussed with you at regular intervals.

**Casual User Car Mileage**

You will be entitled to mileage as a casual user on official business. This mileage is reviewed annually.

**Annual Leave**

The leave year runs from 1 April to 31 March and entitlement varies with length of service. The current minimum entitlement is 26 days. This increases to 30 days in the leave year following completion of five years’ service. Subject to the demands of the post, you will normally receive additional paid leave on each Public Holiday.

An employee who starts part way through the year will receive a proportion of the basic holiday entitlement. For operational reasons some Service Areas have to restrict the maximum amount of holiday taken at any one time and its timing in the year. Holiday commitments entered into before taking up an appointment will be honoured wherever possible.

**Notice Period**

The contract of employment applicable to this post will specify a minimum period of one calendar months, to be given by either side.

**Pension**

We provide membership of the Local Government Pension Scheme (LGPS) to employees aged under 75 who have a contract of employment that is for at least 3 months. The LGPS is a qualifying pension scheme, which means it meets or exceeds the government’s standards.

All employees are automatically entered into the Local Government Pension Scheme unless they choose to make alternative provision for pension. Scheme members contribute the percentage of salary as set out in the table below. We will also make an employer’s contribution to the scheme.

The contribution bands with effect from 01 April 2023 are:

Pay Range	Contribution
Up to £16,500	5.50%
£16,501 to £25,900	5.80%
£25,901 to £42,100	6.50%

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£42,101 to £53,300	6.80%
£53,301 to £74,700	8.50%
£74,701 to £105,900	9.90%
£105,901 - £124,800	10.50%
£124,801 - £187,200	11.40%
£187,201 or more	12.50%

The pay ranges will be increased each year from 01 April in line with inflation. Based on the salary for this role, the contribution will be 5.8%, increasing to 6.5% when paid from SCP 07.