

TENDRING DISTRICT COUNCIL

JOB DESCRIPTION

Job Title: Customer Contact Officer (Housing) **Post No:** 10001512

Department: Chief Executive – Partnerships **Grade:** 3 / 4

Reports to: Customer Contact Team Leader

1. JOB PURPOSE

To operate as part of a customer-focused team within the Partnerships directorate dealing with face to face enquiries from the public at Reception as well as telephone and online support regarding Housing related issues.

Also, providing administrative support across the department.

2. JOB ACTIVITIES

- a) To assist the Senior Customer Contact Officer and Customer Contact Team Leaders with the daily supervision of the Housing focussed team ensuring adequate staff resources are allocated to provide reception cover, answer incoming calls, emails and online forms and deal with all enquiries.
- b) To respond to and assist members of the public making general and specific enquiries both in person and by telephone providing factual information or assistance or by putting them in touch with appropriate officers as required.
- c) To assist the Senior Customer Contact Officer and to deputise in their absence, ensuring Housing business needs are covered at all times.
- d) Assisting with the training of other team members, as appropriate.
- e) Assisting with the recording and monitoring of complaints, enquiries and correspondence.
- f) To provide an efficient and effective general administration service to the department
- g) Assisting with the preparation of management reports and statistics, as required
- h) Responding flexibly to resource specific areas of need within the department as they arise.
- i) To establish and maintain a good general knowledge of all the different facets of the Authority's services and objectives in order to respond to customer queries
- j) To attend training and team briefing sessions and to participate in the process of continuous improvement in customer service
- k) Such other duties as may be required.

3. CORPORATE RESPONSIBILITIES

To contribute to high quality management standards and best practice across the service, reflecting the values of the Council.

Must ensure that employees can relate their work to the Council's overall corporate strategy and priorities.

You are required to adhere to the Council's HR and ICT policies, procedures and schemes, including E Mail, Internet, Intranet, IT Monitoring, ICT Security, Records Management and Retention as well as financial and contract regulations, delegated powers, the Data Protection Act and the Freedom of Information Act.

Must maintain high quality corporate and service standards and best practice as required.

4. SPECIAL CONDITIONS

It may be necessary for you to work hours in excess of or differing from your normal working hours.

You must keep up to date with and implement any changes insofar as they apply to your role be they new or amended legal requirements, internal and external policies or any Council or delegated decisions.

The postholder will communicate with the public, other employees and outside organisations and may be required to change rapidly from one task to another during the working day often under pressure as required

The postholder should seek the advice of their Line Manager on difficult or contentious issues.

The postholder should take all reasonable steps to create a harmonious working environment using consultation, effective communication and team working techniques.

This job description is a guide to the duties the post-holder will be expected to undertake. It is neither exhaustive nor exclusive and will be changed as working requirements dictate.

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PERSON SPECIFICATION

Job Title: Customer Contact Officer (Housing)

Post No: 10001512

It will help the assessment of your application if you ensure it addresses each of the requirements set out in this document.

9.1 professional & Technical Development

- Good GCSE passes or equivalent in English and Mathematics.
- NVQ Level 3 or equivalent in customer service or business administration.
- Ability to use IT systems including the Microsoft Office Suite – Word, Excel etc

COMPETENCY REQUIREMENTS

The following competencies will be used in making the initial selections decision.

1.2 Leading and Supervising

- a. Provides others with a clear direction
- b. Sets appropriate standards of behaviour
- c. Delegates work appropriately and fairly
- d. Motivates and empowers others
- e. Provides staff with development opportunities and coaching
- f. Recruits staff of a high calibre

2.1 Working with People

- a. Demonstrates an interest in and understanding of others
- b. Adapts to the team and builds team spirit
- c. Recognises and rewards the contribution of others
- d. Listens, consults others and communicates proactively
- e. Supports and cares for others
- f. Develops and openly communicates self-insight such as an awareness of own strengths and weaknesses

3.1 Relating and Networking

- a. Establishes good relationships with customers and staff
- b. Builds wide and effective networks of contacts inside and outside the organisation
- c. Relates well to people at all levels
- d. Manages conflict
- e. Uses humour appropriately to enhance relationships with others

6.2 Delivering Results and Meeting Customer Expectations

- a. Focuses on customer needs and satisfaction;
- b. Sets high standards for quality and quantity;
- c. Monitors and maintains quality and productivity;
- d. Works in a systematic, methodical and orderly way;
- e. Consistently achieves project goals.

7.2 Coping with Pressures and Setbacks

- a. Works productively in a high pressure environment
- b. Keeps emotions under control during difficult situations
- c. Balances the demands of a work life and a personal life
- d. Maintains a positive outlook at work
- e. Handles criticism well and learns from it