



ADUR & WORTHING
COUNCILS

Job Description

Authority:	ADC / WBC
Directorate:	Digital & Customer Service
Section:	Customer Services
Post Title:	Customer Service Adviser (First Line - Front Desk)
Post Number:	
Accountable to:	Customer Services Team Leader (Face to Face)
Management responsibility for:	None
Authority to liaise with:	Internally: colleagues across all council services. Externally: WSCC, CAB, Social Services, Worthing Homes, Turning Tides & other voluntary and public sector partners as required
Meetings attended on a regular basis:	Face to Face team meetings weekly
Work style	Fixed

Principal purpose of job (role summary)

To provide a high quality information and advice service to the Council's customers at Portland House and to act as a source of direction for members of the public and council staff.

Main duties, tasks and responsibilities of post holder

1. Deliver an excellent level of customer service to any member of the public/visitor attending Portland House reception, ensuring that people are given a professional and warm welcome, are issued with a queue management ticket if required, that staff are notified of visitor arrivals and that members of the public are assisted with self-help and queueing facilities.
2. Identify and issue appropriate Adur & Worthing council forms to customers (e.g. housing benefit/council tax/planning and building control application forms) as well as County Council forms such as blue badge applications.

3. Validate customer documents in line with relevant guidelines and copy/scan/code customer paperwork presented at front desk to forward to relevant service teams.
4. Resolve those customer enquiries that can be appropriately be dealt with on a busy front desk in front of a queue of other customers (non-sensitive transactional queries) and issue a ticket to those customers who will need to spend more time with a customer service adviser away from the front desk.
5. Contact inhouse departments, and/or external service providers/partners, in a positive and constructive manner, arranging for their input and/or action in resolving customer queries.
6. Deal with incoming email enquiries (on a generic customer service enquiry email address) and reply in professional, accurate and courteous manner. Forward/escalate to a Team Leader or Service Manager when appropriate.
7. Proactively manage and prioritise the demands of customers presenting at the front desk, internal customers, email and phone enquiries in real time.
8. Signpost for all council services and have a good understanding of partner organisations and the services that they provide to assist customers. Maintain an up to date awareness of council services, council “news” and the council’s organisation and team structures.
9. Maintain customer arrival data as directed by the Face to Face Team Leader and participate in any customer survey activities as needed.
10. Encourage customers to access services online and, if required, help them to use customer access computers situated in the reception area of Portland House. Promote alternative access channels to any customer who is not vulnerable or does not have complex needs.
11. Retrieve and load archive plans into the microfiche machine for customers who wish to view them and advise customers how to use self service computers to view the planning portal and associated information.
12. Accept and receipt materials from customers as appropriate e.g. building materials such as bricks and tiles, which are then sent to Planning colleagues, or samples of food that needs to be sent to Public Health colleagues.
13. Be a Fire Warden for the building, following appropriate training, and to undertake Fire Warden duties in line with advised procedure.
14. Be proactive in identifying any potential risks from and to customers accessing the customer service team, and escalate any issues through the agreed channels. Post holders will regularly talk to vulnerable customers and will be trained on how to identify safeguarding issues and how to flag safeguarding concerns with relevant council staff.

15. Contribute to identifying and implementing customer service improvements, via participation in customer satisfaction/survey activities and/or via participation in other customer service initiatives and projects as advised by Team Leaders or the Customer Services Manager.
16. Work as part of an effective team, with a flexible approach to cover the variety of duties and demands, including covering or providing assistance in any section of the department when necessary, whether due to annual leave/sickness or to respond to peaks/troughs in particular access channels. The post holder must be ready to switch between different access channels in order to respond to customer needs.
17. Be responsive to new ideas and changing circumstances e.g the introduction of alternative contact channels such as online applications/web chat etc and/or increased use of floor walking to proactively greet and triage customers who visit the councils in person.
18. Undertake all duties in accordance with statutory requirements relating to equal opportunities and data protection.
19. Promote the service and Council positively at all times.
20. Undertake such other duties as may reasonably be allocated to the postholder.

The Council reserves the right to update the job description from time to time, to reflect changes in, or to, the role. The post holder will be consulted about any proposed changes. Significant permanent changes in duties and responsibilities will require agreed revisions to be made to this job description.

Job Description agreed by:

Post holder: <i>(print name)</i>	
Signature:	
Date:	
Line Manager: <i>(print name)</i>	
Signature:	
Date:	
Executive Head of Service: <i>(print name)</i>	
Signature:	
Date:	