

## **Job Profile - Customer Service Officer ETS - Out of Hours**

**Job Title: Customer Service Officer**

**Job Grade: Level 2, Zone 2**

### **About Camden**

'Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study, and visit. Because we're not just home to UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all.

### **About the role**

You will represent the Council by providing the first point of contact to customers through multiple contact channels; phone, email, and social media. The role will provide advice and apply sound judgement in assessing emergency customer needs across all service areas. This includes resolving customer queries directly, arranging the necessary handoffs to contractors or escalating appropriately where necessary. The team works closely with the Emergency Management Team where issues are escalated as and when required.

### **About you**

You'll be able to...

- Respond to Out of Hours service requests and to co-ordinate the response in line with written procedures and guidelines, including arranging the attendance of emergency contractors. You will use your initiative when instructing trade staff to prioritise emergency jobs including instructing caretakers to provide a second line of support when pre-inspecting jobs before commissioning emergency repairs and asking Noise and Pollution Officers to investigate noise complaints.
- Hold services to account when things go wrong and escalate appropriately to the Emergency Management Team to resolve.
- Assess citizens' needs and the urgency of a situation and respond appropriately to all calls following service procedures. This includes having access to accounts where there is an agreement in place for you to book taxis and commission repairs via third party contracts with the approval of the Duty Manager.
- Input and update all citizen details and emergency information on computer databases and to maintain document records.
- Take ownership of customer service delivery and outcomes across the department using relevant and appropriate systems.
- Effectively work with other teams across the council to respond to emergency situations arising whilst building relationships and providing an effective seamless service to the citizen.

- In the event of a major emergency, you will be the main point of contact and responsible for co-ordinating the response and keeping all relevant parties updated. You will work within the appropriate escalations procedure to ensure that the correct handover between ETS and Emergency Management Team is followed. You may also be required to assign a contractor to a particular site to undertake emergency works.
- Periodically test and operate disaster recovery systems with the Emergency Management Team.
- Be on a standby rota which means you will be required to cover predominately the night shift should the scheduled member of the team not be able to work their shift. (You are paid an additional allowance for being on standby and again if you are called out).
- Be expected to work within Camden's policies and procedures including health and safety, IT Security and Data Protection.
- It is desirable that you have a general understanding of relevant public service mandates.

### **Work Environment**

Mainly home based with occasional travelling to DRS sites other sites in the borough for meetings/one to ones/team meetings. (This is subject to change). The postholder may be required to attend training or meetings that fall inside of normal working hours and notice will be providing if this is required.

### **People Management Responsibilities:**

No line management.

### **Relationships:**

Contact Camden Team Managers, Senior CSO's and other CSO's, Customer Service Manager, Performance Coaches & Performance Analysts, Council Contractors, key stakeholders, Emergency Management Team, Housing Repairs team, Emergency Services and voluntary organisations.

### **Over to you**

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we're supporting people, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk

### **Is this role Politically Restricted?**

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

### **Diversity & Inclusion**

At Camden, we value and celebrate difference and encourage diversity in all respects. Our diverse workforce ensures we represent our communities to the best of our ability and enables us to make better decisions. Because of this, we particularly welcome applications from Black, Asian and other ethnic groups, those who identify as LGBT+, neurodiverse and disabled people. Click [Diversity and Inclusion](#) for more information on our commitment.

## **Agile working**

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK ([www.HireMeMyWay.org.uk](http://www.HireMeMyWay.org.uk)). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

## **Asking for Adjustments**

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at [resourcing@camden.gov.uk](mailto:resourcing@camden.gov.uk) or post to 5 Pancras Square, London, N1C 4AG.