

Job Profile

Job Title: Customer Relationship Officer

Job Grade: Level 2 Zone 2

Salary Range: £ 36,155 - £38,492

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.

Contact Camden

Contact Camden is the public facing hub of the London Borough of Camden, and with almost 1,000,000 contacts each year, our role is to ensure a great experience for every citizen that contacts us

About the role:

In this role you will be working as part of a team providing the first point of contact through multiple channels and working collaboratively to achieve our purpose - 'Build trust in Camden, empower citizens and change lives'. You will strive to continuously improve citizen satisfaction with the services delivered. You will play an integral role building positive relationships and working in a relational way with our customers, gathering feedback and taking a solution-based approach. You will be able to identify and feedback on the barriers our citizens face when accessing Council services. You will have great interpersonal skills and the emotional intelligence to identify and meet the needs of the citizen via phone, email, face to face and social media. The service operates Monday to Friday from 8am-6pm, but the needs of our residents are paramount, so a flexible approach to work is important.

As part of our focus on how the council interacts with citizens, we're exploring what builds strong relationships and what people's expectations of contact really are. We are embarking on a digital and cultural transformation journey, building complex journeys into an overall customer

experience which values our citizens. We are introducing a truly channel agnostic approach, allowing citizens to engage with us in a way which meets their needs.

About you:

- **Problem resolution** – effectively resolving citizen queries using plain language. This involves investigating issues, really understanding people's unique situations, analysing information, and identifying appropriate solutions including collaborate with other departments to enabling signposting where appropriate and escalate where necessary. Aim to provide satisfactory resolutions that meet citizen needs and maintain a positive customer experience.
- **Professional curiosity** – Asking questions to understand what is happening in someone's life, so we can connect them to the help and support available to solve their situation, not just the presenting issue.
- **Customer/Citizen support and assistance:** - providing accurate and helpful information about services, addressing billing or payment inquiries, resolving complaints, and offering solutions to problems. Using various communication channels, such as phone, email, live chat, or social media, to interact with customers.
- **Service Navigation:** develop and maintain a thorough understanding of the services families they work within as well as an overview of services in other families. Keep updated on campaigns and policies to provide accurate and up-to-date information to customers. Helping customers to understand how different services operate and how to navigate these to achieve their desired outcomes.
- **Using your judgement:** Hearing someone's situation and knowing when to follow council policies & procedures when interacting with citizens. Using your skills and knowledge to determine when to use discretion around these within the boundaries of your autonomy. Adhere to confidentiality requirements, to protect customer information.
- **Digital skills** Confident in working across multiple and sometimes complex systems, you will be skilled in locating information to support effective problem resolution. Knowledge of Microsoft software packages, knows how to communicate safely online, socially and professionally when using a variety of social media platforms. Behaving safely and legally online.
- **Time management skills:** dealing with calls effectively aligned to our Quality Framework, adhering to rotas, being flexible and working across all families as and when required.
- **Dealing with difficult conversations:** demonstrate patience, and able to influence/negotiate challenges when talking to customers. Able to communicate and communicate with different audiences, personalising services where appropriate.
- **Record-Keeping and Documentation/CRM records:** Maintain accurate and detailed records of citizen interactions, inquiries, and resolutions. Update citizen profiles, document relevant information, and use customer relationship management (CRM) systems and relevant databases to track citizen history and preferences.

Work Environment:

The role is based at Contact Camden's Contact Centre located on the 11th floor at 5 Pancras Square. Face to face interactions are delivered from the ground floor reception area of 5 Pancras Square. However flexible working arrangements are available/open for discussion and locations may change but notice would be provided of this.

People Management Responsibilities:

No line management (Apprentices and buddying - where undertaking existing staff development opportunities)

Relationships:

Contact Camden Team Managers, Performance Coaches, Operations Managers, other CSA's and our Citizens.

Over to you

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine our corporate services, and we'll redefine what a career can be.

Is this role Politically Restricted?

No.

Diversity & Inclusion

We want Camden Council to be a great place to work and to ensure that our communities are represented across our workforce. A vital part of this is ensuring we are a truly inclusive organisation that encourages diversity in all respects, including diversity of thinking. We particularly welcome applications from Black, Asian and those of Other Ethnicities, LGBT+, disabled and neurodiverse communities to make a real difference to our residents so that equalities and justice remains at the heart of everything we do. 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). 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.