**Job Profile Information: Customer Service Officer**

**This supplementary information for a Multi Skilled Customer Service Officer is for guidance and must be used in conjunction with the Job Capsule for Customer Service Officer Job Level 3 Zone 1**

**It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee’s contract of employment.**

**Role Purpose:**

Represent the Council by providing the first point of contact with customers, providing advice and applying sound judgement in assessing their needs across all service areas and resolving their query directly or referring them where a detailed consultation is required. In addition to this the role will support the operational functionality of the contact Centre through high levels of escalations and trouble-shooting providing an operational link through service improvement projects and service partner engagement.

**Example outcomes or objectives that this role will deliver:**

* *Is able to deliver all functions incorporated under the experienced CSO role*
* *Is able to allocate and quality check work*
* *Is able to expertly manage complex cases and escalations*
* *Provide real time trouble shooting, to ensure operational efficiency*
* *Is able to manage, resolve and respond to customer complaints*
* *Provides an operational link to service partners ensuing day to day liaison and communication around operational issues if an issue cannot be fixed in a ‘one and done’ approach*
* *Provides an operational link to the customer insight and improvement team, supporting the implementation of change and service improvement projects*
* *Provide support for entry level and experienced CSOs, including buddying and supporting coaching and development*

**People Management Responsibilities:**

*None*

**Relationships:**

* Liaise with Customer Service Officers, Team Leaders, Heads of Service and L&D colleagues
* Partnerships are mainly internal

**Work Environment:**

* The job is office based at Contact Camden’s Contact Centre located at The Crowndale Centre.
* Travel to King’s Cross offices, Holmes Road and other sites might be required.

**Technical Knowledge and Experience:**

**(***E.g. qualifications that are essential for the role and / or examples of the experience role holders would be expected to have in order to succeed in the role)*

* Maintain awareness of service changes and developments across the Council
* Adjusting to a changing work environment
* Familiar with at least 2/4 service clusters and the customer access processes and systems they employ
* Understanding of key aspects of integrated service delivery and links between front line and professional service areas
* Desirable – general understanding of relevant public service mandates – e.g. customer focus, personalisation, safeguarding etc

**Camden Way Five Ways of Working**

*In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.*

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

* Deliver for the people of Camden
* Work as one team
* Take pride in getting it right
* Find better ways
* Take personal responsibility

For further information on the Camden Way please visit:

<https://camdengov.referrals.selectminds.com/togetherwearecamden/info/page1>