

Job Profile Information: Customer Service Officer

This supplementary information for Customer Service Officer and is for guidance and must be used in conjunction with the Job Capsule for Customer Service at Job Level 2 Zone 2

Camden Way Category 2

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.

Example outcomes or objectives that this role will deliver:

- Has a high level of customer services experience
- Is multi-skilled and has good/excellent knowledge of the majority of services within their core group e.g. people, place and business
- Is able to deliver high quality services across a number of core service areas
- Is able to work seamlessly across a number of customer service access channels, telephony, face to face, processing, correspondence and web
- Is able to move across services and channels to respond proactively to changes in customer demand
- Is able to make high quality decisions on the frontline to ensure that enquiries are resolved at the first point of contact
- Is able to manage complex cases and case-work with high skill level
- Is able to contribute to service improvements through ideas and participating in projects as required
- Is able to provide support to entry level and other experienced CSO's

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 Cressy Rd.
- Travel to King's Cross offices, Holmes Road and other sites might be required.

Technical Knowledge and Experience:

- 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 by clicking [HERE](#)