**Job Profile Information: Customer Service Officer (Level Two)**

**This supplementary information for Customer Service Officer is for guidance and must be used in conjunction with the Job Capsule for Zone 2, Level 2, Camden Way Category: 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 enquires are resolved at the first point of contact with minimal supervision
* 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 Managers, 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:**

* Maintain awareness of service changes and developments across the Council
* Adjusting to a changing work environment
* Is able to deliver all services within own service group; across all channels and using the relevant and appropriate systems
* 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

**The Camden Way for teams**

'The Camden Way' is how we describe the way we work in Camden. The Camden Way can be applied to be individuals and teams. This is a useful tool to support team conversations that can identify areas for development, facilitate conversations and help teams work in a positive way.

The five ways of working are:

1. Deliver for the people of Camden
2. Work as one team
3. Take pride in getting it right
4. Find better ways
5. Take personal responsibility

For further information on the Camden Way please visit:

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