

Job Profile - Customer Service Officer

Job Title: Customer Service Officer

Job Grade: Level 2, Zone 2

Salary Range: £32,228 - £34,565

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, face to face and social media. The role will provide advice and apply sound judgement in assessing customer needs across all service areas. This includes resolving customer queries directly or escalating appropriately where necessary. The service operates Monday to Friday from 8am-6pm and there is a separate Emergency Telephone Service delivered by Contact Camden at all other times including weekend and bank holidays.

About you

You'll be able to ...

- Deliver a high level of customer services experience – in accordance with the 'Contact Camden way' (quality framework)
- Be multi-skilled and have a good/ excellent knowledge of the majority of services within their core group e.g. people, place and business
- Deliver high quality services across a number of core service areas
- Work seamlessly across a number of customer service access channels; telephony, face to face, twitter, emails and web
- Move across services and channels to respond proactively to changes in customer demand, this includes being flexible to work our core shift patterns; 8am-4pm, 9am-5pm or 10am-6pm or 10am-2.30pm
- Make high quality decisions on the frontline to ensure that enquires are resolved at the first point of contact with minimal supervision
- Manage complex cases and case-work with a high skill level
- Contribute to service improvements through ideas and participating in projects as required
- Provide support to entry level and other less experienced Customer Services Officers
- You will 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:

The job is office based at Contact Camden's Contact Centre located at The Crowndale Centre, Mornington Crescent. However alternative flexible working arrangements are available/open for discussion and locations may change but notice would be provided of this.

Travel to King's Cross office may be required.

People Management Responsibilities:

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

Relationships:

Contact Camden Team Managers, Senior CSO's and other CSO's, Customer Service Manager, Performance Coaches & Performance Analysts

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). 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 or post to 5 Pancras Square, London, N1C 4AG,