



SWINDON
BOROUGH COUNCIL

Role Profile

Job Title: Learning and Support Officer – Customer Services	Role Profile Number: CU0007
Grade: M	Date Prepared: May 2022
Directorate/Group: People, Culture and Organisational Resilience	Reporting to: Customer Services Team leader
Structure Chart attached:	No

Job Purpose

The demands of our customers and those of our service areas are ever evolving, the Council needs to meet its challenges in managing demand and the pace of change for services whilst providing a quality outcome for our customers and service owners.

The Trainer will ensure that the Information Guides are trained and coached to meet the demands of the business as usual work (For new starters) and all new change programmes. (for existing and new staff)

Key Accountabilities

This role will provide support and will be responsible for:

- Working with Service Areas on changes and new work, asking pertinent questions to gather all the information an IG will need to fulfil the customer's needs.
- Writing training materials, briefing notes, 1:1 and classroom training, job coaching
- Onboarding of new technology to support the improvements to the Customer Journey
- To work with the Operations Manager, Team Leaders and Senior with remodeling the way we provide our customers with the services they require.
- Own a training matrix for all staff and plan in training for all team members to ensure they have a continuous cycle of training and support
- Doing one off training for reasons relating to performance management
- Do call listening and support Team Leader with providing feedback to the information guides to ensure they understand how to improve and support with coaching where necessary.
- To be the role model, try out new ideas first and gain buy in from teams.
- To work as an Information Guide when not training to ensure respect and buy in from on the ground teams and that customer requirements are well understood and not diluted.

- Work with the Operations Manager to review and anticipate change in customer demands and ensure the team members and our digital offerings are in line with that change.
- Work closely with the Team Leader and senior to build a Comms and engagement plan for new services and processes.
- Writing how to guides and supporting the Team Leader and senior with giving team members the knowledge they need to embrace new digital systems and processes.
- Arrange engagement sessions with teams across Customer Services when required
- Working with colleagues from across other services to drive service improvements and business as usual change
- Lead engagement sessions with teams across the business; ranging from group sessions to one to one support offering Customer Services knowledge
- Analyse staff and customer information and insight to identify areas and opportunities to improve the customer experience

Supplementary Accountabilities

- To be part of the Customer Services Management Team; and actively participate in group meetings
- To provide some basic cover to the Operations Manager and the Team Leader and senior when needed

This job description is intended as a general guide to the duties of the post and is not inflexible. It may be altered from time to time to reflect the changing needs of the organisation in consultation with the post holder.

Knowledge & Experience

Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:

- Demonstrable positive attitude and role model behaviours
- Experience of writing and delivering training packages
- Experience of delivering Customer Services training
- Desire to drive change in the business
- Excellent knowledge of Microsoft office (or similar), in particular Word and Powerpoint
- Self-motivated and ability to make appropriate decisions using own initiative.
- Ability to work in partnership across teams, the wider organisation and external parties with the ability to articulate/present new ideas clearly and simply to non-technical audiences.
- Excellent listening, communication and interpersonal skills.

Qualifications

- Educated to A Level standard as a minimum; or comparable work experience

Decision Making

- Ability to prioritise workload
- Ability to act on information and communicate with the appropriate stakeholders

Creativity and Innovation

- Ability to present information in formats that yield the greatest impact and action
- Ability to find creative solutions for achieving outcomes

<u>Job Scope</u> Number and types of jobs managed <ul style="list-style-type: none">•• Typical tasks supervised/allocated to others <ul style="list-style-type: none">• Engage and communicate at Staff, Middle and Senior Management level	Budget Holder Responsibility Asset Responsibility:	No .
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Contacts and Relationships (how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)

- Engagement at all levels including senior managers, and other key stakeholders, including external partners, suppliers, technical teams and staff.

Other Key Features of the role (working environment / emotional / conditions i.e. regular outside work, unpleasant or hazardous conditions, practical demands such as standing, carrying or working in constrained positions, potential verbal abuse and aggression from people, or risk of injury)

- Primarily office based

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name:
Date:	