



SWINDON
BOROUGH COUNCIL

Role Profile

Job Title: Senior Customer Services Guide	Role Profile Number: P/A
Grade: M	Date Prepared: 24.06.22
Directorate/Group: People, Culture & Organisational Resilience	Reporting to: Customer Service Team Leader
Structure Chart attached:	No

Job Purpose

In conjunction with the Team Leader, assist in leading the team to meet/exceed business objectives ensuring all individual KPI's are constantly hit and objectives from the action plan are met. Act as a role model to the team, providing training and call coaching. Consistently performing to target and demonstrating to our Customer Service Advisors how this can be achieved, whilst displaying best practices. To retain customers by managing and exceeding expectations through delivery of a quality service that focuses on our digital customer channel shift.

Key Accountabilities

- Assist in the training, development and digital skills of your team to deliver the excellence our customers expect.
- Encourage, coach, support and motivate colleagues daily.
- Organisational, administrative and strong spreadsheet skills along with high attention to detail.
- Looking and suggesting ways for continuous Improvements
- Team rotas, weekly roundups and holding briefing sessions weekly.
- High level of accuracy and attention to detail matched by excellent IT skills and, able to extract and manipulate data and provide customer insight.
- Support with cash office functioning on a daily basis
- Build good relationships with other service areas to improve communication for the customer.
- To provide excellent support to customers via face to face and over the phone communication
- To refer unresolved actions to the Team Leader, manager or other areas.
- To adhere to the Data Protection Act.

Knowledge & Experience

- Experience with complaints/escalation handling
- Have a strong background engaging and supporting customers in a similar environment
- Proficient in Microsoft Office, particularly Excel
- Proven experience of delivering excellent customer service in a challenging environment
- Minimum 6 months experience of handling escalated queries and ensuring swift resolution
- Experience in managing and coaching a team is preferred
- Previous Customer Services experience, in a face to face and contact centre environment
- Exemplary Customer Service skills
- Role model positive behaviours
- Excellent listening skills.
- Ability to communicate effectively

Qualifications

- Intermediate/advanced excel and Microsoft word skills
- GCSE level or equivalent qualification or work experience

Decision Making

Wide range of internal and external contacts including directors, senior managers, elected members, professional bodies, partner organisations and government functions involving the use of a wide range of interpersonal skills.

<u>Job Scope</u>	Budget Holder	No
Number and types of jobs managed <ul style="list-style-type: none">••	Responsibility	.
Typical tasks supervised/allocated to others <ul style="list-style-type: none">•••	Asset Responsibility:	

Contacts and Relationships

Working in our Customer Services department. Wide range of internal and external contacts including directors, senior managers, elected members, professional bodies, partner organisations and government functions involving the use of a wide range of interpersonal skills.

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