

Job Title: Senior Customer Guide	Role Profile Number: P/A
Grade: M	Date Prepared: 15.06.20
Directorate/Group: Customer Service Registration & Bereavement	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 good spreadsheet skills along with good 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 senior, Team Leader, 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 service environment

- Proficient in Microsoft Office, particularly Excel
- Proven experience of delivering excellent customer service in a challenging environment
- Minimum 12 months experience of handling escalated queries and ensuring swift resolution
- Previous Customer Services experience, preferably in a face to face, contact centre or reception 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.

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

Values and Behaviours

We strive to underpin our culture through strong management and authentic leadership, this means getting the management basics right, and ensuring what we commit to individually and collectively, we own and demonstrate accountability aiming to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our behavioral values and behavior's, this means in our work we are:

Connected: We put Swindon and its people at the heart of everything we do

We display a communication and behavior style that promotes a positive Council identity in connecting with residents, customers, colleagues and other stakeholders ensuring a partnership approach to delivering our vision. Always asking, “is what I am doing in the best interests of Swindon and its people,”?

Resilient: We are forward thinking and work smart

We seek to identify where things can be improved, ensuring this learning is embedded, evaluated and built upon through a strong approach to continuous organisational development.

Brave: We respect and work together with our colleagues and customers to achieve success

We act in an emotionally intelligent way, setting positive examples around accountability, risk and governance. This will be delivered through developing ourselves and our teams to achieve the highest possible levels of productivity and performance.

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