

Service and Role Scope Customer Delivery Officer – (Resident & Assessment)

Service Scope

Standardised Activity across the Customer Delivery Role

- Providing a responsive service to customers, residents, business and other users of the Council's services
- Using experience and judgement to operate within guidance, rules and thresholds set by the Council's Specialists
- Contributing to learning and feedback to ensure a continuously improving service for customer and residents, promoting self-service and providing an assisted delivery approach to contact to encourage and reduce demand on all of our services.

Customer: Overview

- First point of contact for customer enquiries
- Calculating and taking application fees
- Booking appointments
- Triage and signposting
- Checking of applications and supporting documents

Example activities for Customer are:

- Booking of Registrar & Blue Badge appointments
- Providing the Reception function for the Council
- Blue Badge application processing
- School Admission catchment area information
- Housing Benefit, Financial Assessment & Universal Credit application support
- Capture change of circumstance relating to Housing Benefit claim
- Assist with applying for Housing Benefit of Council Tax Reduction
- General enquiries and case updates for Financial Assessment, Housing Benefits, Universal Credit, School Admissions and Blue Badges

Case: Overview

- Validation and processing of cases, applications and payments and providing general advice
- Leading on issue management and resolution
- Undertaking of activity to support a Specialist function
- Ownership of case resolution, including the coordination of the Specialist input as required
- Processing case work

Example activities for Case:

- Financial assessments customer contact & yearly reviews
- Complex Blue Badge applications
- Escalation for complaints and stage 1 corporate complaints (at G6)
- Processing of the Nationality Checking Service
- Maintaining information with regard to services for families
- Marriages and Civil partnership ceremonies and associated activity
- Birth, death and marriage registration
- Financial Assessments processing
- Processing of complex Housing Benefit applications e.g. self-employed claims
- Direct payments
- Escalation point for complaints, stage 1 corporate complaint and FOI responses for Resident & Assessments theme

Risk and Impact

Lead – Scope of Role

Resources

- Non Staffing Budget c. £000k
- Income target £

Risk & Impact

- Failure to meet statutory obligations and performance targets
- Poor quality customer service and reputational damage
- No first point resolution and associated costs and service failure