

Job Pack

**Customer First Resolution
Team Advisor (Income
Maximisation and Welfare)**



Lewes District Council



Working in partnership with Eastbourne Homes

Location

Thank you for taking the time to look at the details of this post.

Located in the heart of the Sussex countryside and one of the principal towns of the South Downs National Park Lewes offers the best of town and country. It is no surprise that the District is considered among the most desirable places to live and work in the UK.

Lewes town is one of the jewels of the South Downs National Park and the District also possesses many picturesque towns and villages, all with their own unique character.

Whilst nearby Eastbourne is a resort town on England's southeast coast. On the seafront are Victorian hotels, the 19th-century Eastbourne Pier and a 1930s bandstand. Discover a wide range of shops in Eastbourne from high street shopping at The Beacon to the quaint Victorian shopping streets of Little Chelsea, and the boutiques in the Enterprise Centre.

One of the most attractive aspects of living and working in the Lewes and Eastbourne area is the quality of life it has to offer. It is a truly exceptional location. Make the most of the area by enjoying a wide range of activities including country walks, water sports and much more.

Our offices in Lewes and Eastbourne are located close to Train Stations with direct connections to the coast and London. However, the Council provide all the necessary IT and infrastructure to enable home working and maintain a good work life balance

“The best of town, country and coast”

Job Description

Post Title	Customer First Resolution Team Advisor (Casework)
Service Area	Service Delivery
Team	Customer First
Grade	C
Reports to	Customer First Team Leader
Date prepared	January 2021

Job Purpose

- Ensure LDC and EBC provide quality service to their customers through collaboration innovation, knowledge and professional excellence.
- Delivering core processes efficiently and effectively.
- Provide a continuously improving service to customers.
- Manage 'rules based' cases/accounts.
- Single point of contact for customers.
- Processing enquiries where the customer has multiple processes/services.

Key Tasks

1. Assist the efficient, effective and consistent processing and resolution of customer case work, identifying and meeting customer needs and ensuring the sharing and dissemination of best practice.
2. Act on contact
3. Interacting with customers across multiple channels: face to face, phone, letter, email, via customer portal and self-service channels and a range of social media channels
4. Processing customer enquiries and reports directly into systems.
5. Manage rule-based customer and issues effectively and understand when to consult with others.
6. Work with other team members to organise and manage workloads effectively, ensuring that all customer and performance standards and targets are achieved.
7. Access and accurately update all relevant systems, both customer and back office.

-
8. Actively develop and maintain a good working knowledge of the councils' processes and procedures.
 9. Reviewing and moderating reports and requests, proactively managing and resolving them where possible or referring them to the relevant team or contractor using scripts and processes when required.
 10. Carrying out a range of other related duties (e.g. making service bookings, taking and processing payments, capturing statistical data or sending correspondence).
 11. To process customer requests and queries across all council services and systems accurately and efficiently, providing a fast, high quality and continuously improving service for customers.
 12. Process a range of applications, cases and reports/complaints, permissions and inspections, and associated activity e.g. site visits, enforcement - referring queries to the subject matter experts when required.
 13. Confidently using a range of systems on a daily basis.
 14. Effective handling of cases for a single customer, assessing risk, identifying potential fraud and working on complex cases in conjunction with subject matter experts.

Corporate Accountabilities

1. To promote equality of opportunity in service delivery in line with strategic commitment and corporate policies.
2. To Promote a culture that is supportive of the Council's purpose, aims and values, and to take all reasonable steps to maintain good employee relations.
3. Staff are encouraged to participate fully in promoting a safety culture to protect the safety and health of themselves, colleagues and other people affected by the Council's activities.
4. To understand and apply the council's Data Protection and Data Quality policy and procedures.
5. Any other duties commensurate with the nature of the post.
6. To work within the Council's Core Competencies Framework. Central to the delivery of the role are the values and behaviours set out below. These are shared by all employees and applied to everything we do. The bullet points for each competency are examples of performance required:

Core Competencies

Sharing the Vision - Shaping the Future	<ul style="list-style-type: none">• Understands the Council's purpose, context, goals, objectives and values, and is willing to behave consistently with them.• Knows the strategic direction of the Council and acts in support of it.
Communicating Well	<ul style="list-style-type: none">• Contributes to and participates in an organisation where high quality information flows smoothly both internally and externally.• Works positively to gain understanding from others.
Driving Improvement Performance & Results.	<ul style="list-style-type: none">• Takes responsibility and ownership for decisions, actions and results.• Takes actions to improve skills, knowledge and level of contribution.• Seeks and delivers high standards for self, team and Council
Self Management	<ul style="list-style-type: none">• Self motivated and professional.• Is organised and uses time and technology efficiently.• Adopts a flexible approach to change
Delivering for our Customers	<ul style="list-style-type: none">• Demonstrates a desire to identify and give priority to meeting and exceeding the needs of internal and external customers, generating high levels of customer satisfaction
Working Together	<ul style="list-style-type: none">• Actively contributes to team working, sharing information, valuing the input of others.• Works co-operatively and is committed to building, productive, positive relationships.• Demonstrates commitment to achieving overall team objectives

This job description sets out the duties of the post at the time it was drawn up. Such details will vary from time to time without changing the general character of the duties or the level of responsibility involved.

PERSON SPECIFICATION

QUALIFICATIONS

<p>Essential</p> <ul style="list-style-type: none"> • Good standard of general education including GCSE at grade C or above or equivalent in English and Maths (or qualified by strong relevant experience). 	<p>Desirable</p> <ul style="list-style-type: none"> • Institute of Customer Services (or equivalent).
--	---

TRAINING

<p>Essential</p> <ul style="list-style-type: none"> • Willingness to undertake relevant training. • Commitment to undertake continuing professional development. • Customer service • Document verification and validation. • Equalities. 	<p>Desirable</p> <ul style="list-style-type: none"> • .
---	---

SKILLS & ABILITIES

<p>Essential</p> <ul style="list-style-type: none"> • Proactive with commitment to provision of excellent customer service. • Ability to prioritise, meet deadlines and work effectively under pressure. • Able to communicate effectively both orally and in writing with customers, colleagues, Council Officers and external agencies. • Numerate, methodical and accurate with attention to detail operating in accordance with financial rules. • Committed to high standards of performance and quality. • Problem solving and decision making. • To be confident, resourceful, flexible in approach with the 	<p>Desirable</p> <ul style="list-style-type: none"> • Able to review processes and recommend better ways of working and explore use of new technology. • Understanding of social media channels & channel shifts. • Able to work with teams across an organisation to improve services.
---	---

<p>ability to work on own initiative and as part of a team.</p> <ul style="list-style-type: none"> • Ability to actively listen in order to extract and assess important information to ensure that the appropriate arrangements are made to support the customer's needs. • Ability to work calmly to handle difficult situations effectively and sensitively. • Negotiation skills. • IT literate /proficient in MS Office and other relevant systems. 	
--	--

KNOWLEDGE

<p>Essential</p> <ul style="list-style-type: none"> • Equalities. • Knowledge and understanding of relevant legislation and processes. • Knowledge of the councils' services and procedures. 	<p>Desirable</p>
---	------------------

EXPERIENCE

<p>Essential</p> <ul style="list-style-type: none"> • Experience of working in a Customer Services environment. • Maintenance and updating of databases. • Analysing and processing information for reporting. • Validating and processing cases e.g. Planning, Licensing, Housing Benefit, Environmental Health • Working with external agencies and service providers. 	<p>Desirable</p>
---	------------------

PHYSICAL, LEGAL AND OTHER REQUIREMENTS

<p>Essential</p> <ul style="list-style-type: none"> • An engaging, enthusiastic and positive manner with a strong "can do" approach. 	<p>Desirable</p> <ul style="list-style-type: none"> • Able to undertake site visits.
---	---

-
- | | |
|---|--|
| <ul style="list-style-type: none">• Willingness to work within the councils' Core Competency Framework. | |
|---|--|

All staff must be prepared to have an understanding of the Equal Opportunities, Customer Care and Health and Safety policies. Managers in particular, must have a commitment to implement and abide by these policies.

TERMS AND CONDITIONS

Lewes District and Eastbourne Borough Councils have been on a transformational journey to fully integrate services. This has involved integrating staff teams, processes and systems whilst still retaining sovereignty of the individual councils.

The employer will be Eastbourne Borough Council.

Duration

This is a Permanent contract.

Conditions of Service

The conditions of service for this post are for the National Joint Council (NJC) for Local Government Services. The post is graded Band C.

Salary

The spinal column points (SCP) for the post are as follows:

SCP 6	£20,436
SCP 7	£20,845
SCP 8	£21,262
SCP 9	£21,687

Hours

The hours for this post are 37 a week. These will be worked within operational requirements. Actual starting and finishing times will be agreed with your manager. Within these boundaries the Council operates a flexitime scheme for all but Heads of Service. Details will be supplied to the successful candidate upon appointment.

Place of Work

Your normal place of work will be from home, however you will be required to attend the offices at either Eastbourne or Lewes, or such other places within the boundaries of Lewes District and Eastbourne Borough as may be reasonably required.

In particular, you will be required to:

- Budget for and cover the costs of all expenses incurred (including travel costs) to attend Team Meetings or Events, as well as for training at any of the Councils' sites.
- Budget for and allocate time to travel to appointments in the Councils boundaries where required. For example, visits that need to be performed as part of your role and cannot reasonably or appropriately be carried out remotely.
- Budget for and cover all postage costs (including return postage from Councils sites to your home) for all IT and other work equipment, when this needs to be replaced or updated. This includes but is not limited to, your work phone/headset and your laptop, such as for updates to software that need your laptop onsite connected to the LAN.
- Continue to participate in all meetings as reasonably required, such as 121 meetings, team meetings, attendance management meetings, or consultations on any proposed

changes, such as restructures. Where possible and appropriate, these meetings will be conducted remotely but where it is not possible or it is deemed inappropriate for the meeting to be conducted remotely, you will be required to cover all expenses incurred (including travel) for your attendance at said meetings.

Probationary Period

All posts are subject to a six months' probationary period where your suitability for the post will be assessed. During this time your progress will be reviewed and discussed with you at regular intervals.

Casual User Car Mileage

You will be entitled to mileage as a casual user on official business. This mileage is reviewed annually.

Annual Leave

The leave year runs from 1 April to 31 March and entitlement varies with length of service. The current minimum entitlement is 25 days. This increases to 29 days in the leave year following completion of five years' service. Subject to the demands of the post, you will normally receive additional paid leave on each Public Holiday.

An employee who starts part way through the year will receive a proportion of the basic holiday entitlement. For operational reasons some Service Areas have to restrict the maximum amount of holiday taken at any one time and its timing in the year. Holiday commitments entered into before taking up an appointment will be honoured wherever possible.

Notice Period

The contract of employment applicable to this post will specify a minimum period of one calendar month, to be given by either side.

Pension

We provide membership of the Local Government Pension Scheme (LGPS) to employees aged under 75 who have a contract of employment that is for at least 3 months. The LGPS is a qualifying pension scheme, which means it meets or exceeds the government's standards.

All employees are automatically entered into the Local Government Pension Scheme unless they choose to make alternative provision for pension. Scheme members contribute the percentage of salary as set out in the table below. We will also make an employer's contribution to the scheme.

The contribution bands with effect from 01 April 2022 are:

Pay Range	Contribution
Up to £15,000	5.50%
£15,001 to £23,600	5.80%
£23,601 to £38,300	6.50%
£38,301 to £48,500	6.80%
£48,501 to £67,900	8.50%
£67,901 to £96,200	9.90%
£96,201 - £113,400	10.50%
£113,401 - £170,100	11.40%
£170,101 or more	12.50%

The pay ranges will be increased each year from 01 April in line with inflation.

Based on the salary for this role, the contribution will be 5.8%