

# Oxford City Council

Building a world class city for everyone

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## Career Opportunity

<b>Job Title</b>	<b>Applications Processing Officer- Customer Services</b>
<b>Job reference</b>	<b>HR use only</b>
<b>Service Area / Directorate</b>	<b>Business Improvement</b>
<b>Salary and Grade</b>	<b>G3: £20,061 to £20,753 per annum - (pro rata for part time)</b>
<b>Contract</b>	<b>Fixed Term up to 12 months</b>
<b>Hours per week</b>	<b>37 per week</b>
<b>Location</b>	<b>Work from home/ Oxford - St Aldate's Chambers</b>

### The role

The Customer Services Applications Team plays an important role within the Council, processing high volumes of customer applications for a range of Council services. The services we currently cover include: HMO licensing, building control, planning, housing, land charges, taxi licencing, street naming and numbering, and right to buy.

As this is an entry-level role full training on the role-specific knowledge you need will be provided, so that you develop the skills you need to help build and shape the service we provide to Oxford City residents and users. The work is very diverse; from taking customer calls and payments, to using procedure notes and complex information systems to process applications to a high standard, and responding to a high volume of emails. Depending on what service areas you work in, you may also be reading and interpreting drawings, plans and maps, using an Excel spreadsheet to manage a caseload of client contacts, or checking customer documentation and inputting details into Council systems. It is a fast-paced role, where changes to the way we work need to be quickly implemented to reflect ever-changing legislation in these areas, and where an ability to quickly learn and retain information is a definite advantage. Your existing experience of providing excellent customer service will also be used every day, as you make contact with our customers via phone and email, and face-to-face once this option is available once again.

As you learn and develop within the role, your skills, performance and enthusiasm for the work will be recognised and rewarded: Our Career Grade scheme provides opportunities for future progression and to move up to a higher pay grade once you have completed probation and demonstrated high standards of performance.

If you have a good eye for detail, are open to learning new skills, and enjoy being part of a busy and pro-active team then we would like to hear from you.

### About us

Oxford City Council prides itself on delivering high quality, cost effective public services. Oxford is a world class city and the Council has high aspirations for its services and employees. We are a multi-award winning Council and in May 2017 we were re-accredited at Gold level for Champion IiP status. Our other awards include the Institute of Revenues Rating & Valuation (IRRV) 'Excellence in Innovation (General)' winners 2017, Oxfordshire Environment Partnership (OEP) 'Best Food Waste Reduction and Collection System', and several 'Team of the Year' national and regional awards across our Service Areas. This builds on our previous success in achieving 'Council of the

Year' in 2015. We are accredited with the Customer Service Excellence Quality Mark which helps us to ensure that the customer is always placed at the heart of everything we do.

With over 700 staff dedicated to delivering the best service possible to our communities this is an exciting time to be working in Local Government. We focus on improving outcomes for local people and you might be surprised at the range and quality of the services we provide.

We offer a fantastic range of staff benefits that include generous holiday (from 28 days a year plus bank holidays), local government pension scheme, subsidised leisure membership, discounted travel and flexible working in many roles. We offer well-defined opportunities through our learning and development programme. We also have an employee wellbeing programme, an employee assistance programme and support via our dedicated occupational health service.

## How to apply

More information is available on the role profile document. Please read this document to ensure that you meet our requirements. More information about working for the Council, our values and vision, is available on our web site.

Applications should be made via our online application system (no CVs please).

For further information and how to apply online, please visit [www.oxford.gov.uk](http://www.oxford.gov.uk)

If you are unable to access our website please call **01865 252848**.

**Note:** For roles that require a DBS Certificate (Enhanced and or Barred List check), candidates are required to supply their complete work history. Please ensure you explain any gaps in your work history. **Coronavirus information: It is intended to conduct interviews via a video conferencing platform such as Zoom or Jitsi; please contact us if this is not an option for you. For this role the successful applicant will be expected to do a combination of working in the Oxford office at St Aldates Chambers and from home. They should therefore ensure they have reliable and secure wifi access; a suitable workspace at home and are prepared to undertake distance learning and training.**

**Closing Date:** 20 October 2021

Late applications will not be processed

**Interview Date(s):** 02 November 2021/ 03 November 2021

For an informal discussion about the post please contact Clare Britto on 01865 529844 or email [cbritto@oxford.gov.uk](mailto:cbritto@oxford.gov.uk)

### We are an equal opportunity employer:

We value the diversity of our people and actively seek to have a workforce that represents the rich diversity of the community we support. We have policies in place to ensure that every applicant and employee can flourish and succeed. Currently we are underrepresented in some areas, and would particularly welcome applicants from ethnic minority and other underrepresented groups. All applicants will be given fair consideration for work and will not receive less favourable treatment on the grounds of any protected characteristic.





## Role Profiles

### Role information

Job Title	Applications Processing Officer-Customer Services	Position No.	HR use only
Position type	Fixed Term (12 months)	Hours per week	37 hours
Grade and Salary Range	G3: £20,061 to £20,753 per annum - (pro rata for part time)		
Location	Oxford		
Service Area / Directorate	Business Improvement		
Responsible To	Customer Services Applications Team Leader	No. of employees	0
Budget (£)	0	Assets	0
Rehabilitation of Offenders Act 1974	Not Exempt	Additional Screening	N/A
Candidate Screening	Not required		
Political Restriction	This post is not politically sensitive		

### Role purpose

- To process applications accurately and efficiently for a range of Council services
- To deliver world class customer service to all our customers

### Role responsibilities and main duties

- Inputting data to register applications for a range of services including:
  - HMO Licensing
  - Planning
  - Building Control
  - Housing
  - Right to Buy
  - Taxi Licensing
  - Land Charges & Street Naming / Numbering
  - Any other services identified as suitable
- Processing the above applications using agreed procedures and guidance, in order to meet service-wide performance and quality targets.
- Undertaking regular training as required, in order to become proficient in processing applications for multiple services.
- Working with the team to provide excellent customer service by ensuring phone and email cover during the team's core hours (08:30-17:00 Monday-Thursday, 08:30-16:30 Fridays), and by meeting agreed targets in relation to call-answering.
- Pro-actively seeking to improve quality in processing, both as an individual and supporting others in the team to do so, and engaging positively with feedback when provided.
- Liaising with colleagues and external customers to resolve queries, providing World-class customer service.

- Complete work as allocated by senior staff, prioritising where needed to ensure that agreed targets are continuously met; escalating when appropriate.
- Follow all Council procedures in respect of customer feedback, including complaints
- Carry out any other duty compatible with the overall objectives of the Application Team

The duties and responsibilities set out in this role profile are indicative of the role. They are however, subject to change and you will be required from time to time to undertake other duties commensurate with your grade.

## Our commitment to Safeguarding

Oxford City Council is committed to safeguarding and promoting the welfare of children, young people and adults at risk and requires all staff and volunteers to demonstrate this commitment in every aspect of their work.

## Who we are looking for

Candidates will be shortlisted on the basis of demonstrating that they fulfil the following criteria in their application form and should include clear examples of how they meet these criteria. Each of the criteria below will be measured through, the application form (A), interview (I), test/exercise (T) or documentation (D).

Essential Criteria	A	I	T	D
Good general education including GCSE grade A*-C (or equivalent) in Maths and English	✓	<input type="checkbox"/>	✓	✓
Experience of updating workplace ICT systems quickly & accurately using effective data entry skills	✓	✓	✓	<input type="checkbox"/>
Proficient use of ICT systems, particularly Microsoft Office suite	✓	✓	✓	<input type="checkbox"/>
Excellent written and verbal communication skills	✓	✓	✓	<input type="checkbox"/>
Excellent attention to detail	✓	✓	✓	<input type="checkbox"/>
Experience of prioritising and organising work to meet deadlines with minimal supervision	✓	✓	✓	<input type="checkbox"/>
Experience of using problem-solving and critical thinking skills	✓	✓	✓	<input type="checkbox"/>
An ability to read and interpret maps and other visual information	✓	✓	✓	<input type="checkbox"/>
Experience of delivering excellent customer service in the workplace	✓	✓	✓	<input type="checkbox"/>
	<b>A</b>	<b>I</b>	<b>T</b>	<b>D</b>
<b>Desirable Criteria</b>				
Experience of processing HMO Licensing, Planning, Building Control, Housing, Right to Buy, Taxi Licensing, Land Charges or Street Naming and Numbering applications in a local authority	✓	✓	<input type="checkbox"/>	<input type="checkbox"/>
Experience of processing applications using databases, document imaging and management, MS Office or other relevant business systems	✓	✓	<input type="checkbox"/>	<input type="checkbox"/>
Experience of making decisions within procedures in the workplace	<input type="checkbox"/>	✓	<input type="checkbox"/>	<input type="checkbox"/>
Experience of working with official documentation and sensitive customer data	✓	✓	<input type="checkbox"/>	<input type="checkbox"/>
Experience of reading and interpreting plans and drawings	✓	✓	<input type="checkbox"/>	<input type="checkbox"/>

## Notes to candidates

In addition to the above criteria, Oxford City Council has developed and embedded a suite of values and behaviours. Full details of these can be found on our web page, under Working for Us. Please familiarise yourself with these values and behaviours. If you are invited for interview you will be asked questions based on them.