

# Oxford City Council

Building a world class city for everyone

www.oxford.gov.uk



## Career Opportunity

<b>Job Title</b>	<b>Customer Service Officer</b>
<b>Job reference</b>	<b>001981</b>
<b>Service Area / Directorate</b>	<b>Business Improvement</b>
<b>Salary and Grade</b>	<b>Career Grade Scheme 3-5: All Candidates start at Grade 3 at £20,061 with possible progression through grade 4 and 5 to £27,114 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>Oxford - St Aldate's Chambers</b>

### The role

This is an exciting opportunity to join the City Council at entry level on a career grading scheme which enables you to move quickly through the grades. You will start on a salary of **£20,061** rising to **£23,333** after successful completion of 6 months' probation with further opportunities for progression to **£27,114** within 2 years.

Oxford City Council's Contact Centre has a proud history of providing excellent customer service to its customers. Do you want to make a difference in the community and help us grow? If you are customer focused, have energy, a flexible approach and can help people in a caring, patient and compassionate way we want to hear from you.

Working in a busy contact centre, you will use your passion and people skills to answer questions, solve problems, manage enquiries over the phone and offer tailored solutions to our customers, putting them first and making them feel worthwhile. You will provide the best solutions to make life easier for customers, bring a personal touch to every situation and use your listening skills to ensure you do what you say you will do when you said you would do it. You will use computer systems to access and provide information and direct queries to appropriate departments as well as promoting our on-line services. You will work in a diverse team of open-minded individuals, committed to acting as Customer Champions and can expect to learn a wide range of services the Council deals with every day.

Supporting you along the way is a comprehensive learning and development programme which will enable you to build and shape the service we offer to the residents and customers of Oxford City, where your skills and performance will be recognised and rewarded.

Oxford City Council is a great place to start your career. Previous experience is not essential

### 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' 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: Shortlisted candidates will firstly have a telephone interview and will be advised of the date and time this is to take place. Those candidates that pass the telephone interview stage will then be invited for an interview on one of the dates shown below. 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.**

**Closing Date:** 24 October 2021

Late applications will not be processed

**Interview Date(s):** 09 November 2021/10 November 2021

For an informal discussion about the post please contact **Matthew Gibbs** on **01865 252785** or email [mgibbs@oxford.gov.uk](mailto:mgibbs@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	Customer Service Officer	Position No.	04946
Position type	12 Months Fixed Term	Hours	37 per week (shifts between 8am-5pm, Mon-Fri)
Grade and Salary Range	Career Grade Scheme 3 – 5 starting at £20,061 with possible progression to £27,114 per annum (pro-rata for part time)		
Location	Oxford		
Service Area / Directorate	Business Improvement		
Responsible To	Team Manager	No. of employees	N/A
Budget (£)	0	Assets	N/A
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 deliver excellent customer service to customers contacting the Council by telephone, face to face or other multi-media channels, by providing an efficient, accurate and high standard of service on a range of council services.

To deal appropriately and effectively with a wide variety of people, problems and service situations, in line with the expected quality and service standards.

### Role responsibilities and main duties

- To work on a shift basis, to assist customers by answering telephone calls, webchats or responding to emails
- Deal promptly and efficiently with customer enquiries and requests and wherever possible bring them to a positive conclusion. Where this is not possible, the officer will be expected to refer to a more senior or experienced officer to ensure resolution
- To resolve all City Council and related complementary partner enquiries as required, and liaise with these service providers as necessary to resolve customer enquiries
- Undertake any follow-up administrative work arising from customer contact
- Communicate effectively with internal teams, third party agencies and contractors via telephone or e-mail

- Follow agreed procedures in collecting customer feedback including comments, complaints and compliments
- Undertake regular formal and refresher training in Contact Centre services to expand and update knowledge and skills
- Use a range of ICT systems to manage enquiries, update databases and provide accurate and timely information to customers
- Ensure customers have all the necessary information associated with their enquiries and promote our on-line services to reduce future repeat contacts
- Ensure accurate processing of monies paid in for Council Services; including Rent, Council Tax, Business Rates, Pest and Dog, Building Control and miscellaneous payments (“Monies” will mean in a form which is acceptable to the council and may include; cheques and debit or credit cards)
- At all times, act as an ambassador for Customer Contact and Oxford City Council becoming the “Customers Champion” and assisting communications and/or liaison with staff in service departments, senior management, Councillors, members of the public and other agencies
- Carry out any other reasonable duty compatible with the overall objectives of the Customer Contact Centre

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
Clear written and verbal communication. Good listening and questioning skills	✓	✓	✓	<input type="checkbox"/>
Accurate and proficient keyboard skills	✓	<input type="checkbox"/>	✓	<input type="checkbox"/>
Proven or demonstrable experience of delivering customer service either via telephone or face to face	✓	✓	✓	<input type="checkbox"/>
Demonstrate the personal resilience skills required to adapt well to change and solve problems calmly under pressure whilst working in an office or remotely	✓	✓	✓	<input type="checkbox"/>
Numeracy and literacy skills and/or evidence of sound general education including a minimum of GCSE in Maths and English (or equivalent)	✓	✓	✓	✓

Experience of using ICT including, Microsoft Office applications and interrogating databases and ability to work autonomously with technology in a remote location	✓	✓	✓	<input type="checkbox"/>
--	---	---	---	--------------------------

**A      I      T      D**

**Desirable Criteria**

Experience of working in a similar environment in a local authority	✓	✓	<input type="checkbox"/>	<input type="checkbox"/>
Relevant Customer Services qualification e.g. NVQ Level 2 in Customer Service	✓	✓	<input type="checkbox"/>	✓
Working knowledge of one or more of the following services: Housing Benefit, Council Tax, Repairs, Planning, Waste, Environmental Services or Housing.	✓	✓	<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.