**JOB DESCRIPTION**



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| **JOB TITLE** | My Fenland Advisor |
| **GRADE** | 2-4 Subject to JE |
| **TEAM** | My Fenland |
| **REPORTING TO** | My Fenland Supervisors |
| **BASED AT** | Across sites in Fenland including in Chatteris, March, Whittlesey and Wisbech, with option for some work-from-home. |
| **PURPOSE OF THE POST** | To work as part of a team to provide a professional and efficient first point of contact for council services across all access channels – online, web chat, social media, phone, email, face-to-face (reception) & written correspondence. Provide admin support for teams across the council.  To encourage, support and enable customers to transact online. |
| **OTHER FEATURES OF THE POST** | This job description is not definitive or exhaustive but is provided to give the postholder an indication of the range of activities, duties and responsibilities concerned with the employment. |

# PLEASE NOTE:

# Fenland District Council is committed to equal opportunities.

**No potential job applicant, employee, or service user, will receive less favourable treatment on the grounds of gender, gender reassignment, age, pregnancy, maternity, disability, ethnic origin, religion and or belief, sexual orientation, marriage or civil partnership. The council will also not impose any conditions or requirements, which disproportionately disadvantage any group, which cannot be justified in terms of the needs of the job or the service provided.**

**Fenland District Council operates a no smoking policy.**



**MAIN DUTIES AND RESPONSIBILITIES**

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| **1** | **Main duties and responsibilities** | |
|  | To monitor and respond to enquiries via web chat, online, social media, email, face-to-face enquiries, appointments, incoming calls in a professional, courteous and prompt manner, whilst providing excellent customer service. | |
|  | Provide advice and information on the full range of council services, resulting in an effective first point of contact for service users. | |
|  | To build a picture of a customer’s circumstances by using listening/questioning techniques and referring to a variety of systems for background information and previous decisions made to respond to the customer’s enquiry appropriately. | |
|  | Provide a face-to-face service where needed and, on a rota basis, at our business reception and business centres in Wisbech and Chatteris. | |
|  | To have a clear understanding of who our customers are, listen to their needs, resolve their enquiries, and respond promptly and positively to customer requirements in a helpful and courteous manner. Ensure customers are content with the level of service received and are informed of the next steps / outcome. | |
|  | Update and maintain the computer-based information systems. | |
|  | To have professional competence and flexibility in all aspects of responding to current and future customer needs. | |
|  | Ensure that all income whether it is cash, cheque or debit/credit card is reconciled daily and monies are banked in accordance with the code of Financial Management and other regulations pertaining. | |
|  | Assist our customers in the completion of electronic application forms, enquiry forms, direct debit mandates forms etc. | |
|  | Book appointments for complex enquiries that require a higher or greater level of support. | |
|  | Respond to customer’s feedback and resolve complaints at the first point of contact where possible, adhering to the council’s [3C’s procedure](https://fenland.gov.uk/media/16279/3Cs-policy/pdf/3Cs_Policy_Updated_Feb_2023.pdf?m=638125762693670000) (complaints, correspondence and compliments procedure) for any formal complaints. | |
|  | To assist with internal and external communications to include sorting and dealing with mail, collation and enveloping of documents, taking conference bookings, sending out confirmation letters, updating the shops, hubs, business centres and business reception’s general and publicity information, tenants’, and Wisbech yacht harbour & cross keys marina users’ information. | |
|  | To set-up meeting and conference facilities at our business centres to meet user requirements, ensure appropriate room layouts and function equipment is provided. Assist and problem solve with the IT equipment as required and provide refreshments as required. | |
|  | Stock control of vending machines at the business centres, stationery and other stock, including maintaining inventories. | |
|  | To scan all planning documentation into the Document Management System. | |
|  | To provide effective and efficient administrative support during emergency procedures for oil spill or security breaches to the Marine Services team which includes the Harbour Authority, commercial port and Wisbech Yacht Harbour. | |
|  | Be familiar with, and work within, the detailed procedure guidelines process maps laid down for the operation of all the services. These may be varied from time-to-time to reflect the changes in service requirements. | |
|  | Take every opportunity, where practicable and appropriate, to use information and communication technology (ICT) to improve service delivery and efficiency. | |
|  | Ensure delivery of all administrative tasks (e.g., administration of service requests and processes, applications, performance indicators, correspondence, filing, copying, mail merging, record keeping, sorting and scanning of post, upkeep of supplies, franking and bagging of all mail, port administration, port helpdesk function, research and archiving) are done in line with council policy. | |
|  | Work as an active part of the My Fenland team and undertake required priority duties as necessary to cover other members of the team, including peaks in workload, holidays and sickness. | |
|  | Responsible for the effective delivery of the administration of service requests, memorial and burial functions, performance measures, burials, markets, events, functions, orders, invoices, sundry debtors and similar administrative systems. | |
|  | Receive cemetery and burial enquiries and bookings, providing advice and customer support for all aspects relating to the cemeteries service in a sensitive, efficient and timely manner. | |
|  | Liaise with the appropriate responsible officer and deliver responses to enquiries or undertake actions as directed. To receive and respond to customer enquiries and requests for all fee-paying services (e.g., commercial waste, marine services, licensing, markets, events and other council Assets) | |
|  | Undertake training and development appropriate to the role, and attend training courses, workshops etc. | |
| **2** | **Quality and Equality** | |
| **2.1** | To promote quality and equality within the council and in the provision of its services. | |
| **3** | **Customer Care** | |
| **3.1** | To provide excellent customer service to all internal and external customers in line with the council’s commitment to Customer Service Excellence. Promote and contribute to the development of the council’s ‘[One Team’ philosophy](https://www.fenland.gov.uk/jobs#Our%20One%20Team%20Culture) and approach to service delivery. | |
| **4** | **Other Duties** | |
| **4.1** | Comply with all the policies and procedures of the council (e.g., Equal Opportunities, Standing Orders, Financial Regulations, Health and Safety). Copies of these can be found in the Employees Handbook (which will be amended and reissued should there be any changes) and/or from Human Resources. Ensure that all information relating to the users of the service is used within the terms of the Data Protection Act and that confidentiality is maintained and guidelines for the release of information are followed. | |
| **4.2** | To undertake such other work as may be required from time-to-time by the Service Manager, consistent with the duties and grading of the post. | |
| **This job description is not definite or exhaustive but is provided to give the postholder an indication of the range of activities, duties and responsibilities concerned with the employment.** | | |
| **Any changes to this job description will only be made following consultation with the post holder.** | | |
| Prepared By | | Received By |
|  | |  |
| Date: | | Date: |

**CAREER GRADE**

**PERSON SPECIFICATION**



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| **Abbreviations** | | | |
| **E** | Essential selection criteria | **IV** | Interview |
| **D** | Desirable selection criteria | **T** | Test |
| **H/A** | How Assessed | **C** | Certificate |
| **AP** | Application Form |  |  |

|  | **E** | **D** | **H/A** |
| --- | --- | --- | --- |
| **Experience** |  |  |  |
| Recent and relevant experiences in a busy customer service environment. |  | **🗸** |  |
| Working as part of a busy team and on own initiative. |  | **🗸** |  |
| To be able to assess and focus on multiple priority tasks in a demanding environment that may involve constant interruptions. Ability to switch between tasks and adjust to frequently changing priorities. | **\*** |  |  |
| Experience of working in Local Government. |  | **🗸** |  |
| Recent and relevant experiences in operating Microsoft office systems. | **🗸** |  |  |
| **Skills and abilities** |  |  |  |
| The ability to work well under times of pressure, balancing quality and quantity of work. | **🗸** |  |  |
| Highly developed and effective negotiation and interpersonal skills which enable customer expectations to be met through a responsive, positive and sensitive approach. | **\*** | **🗸** |  |
| Excellent administrative and organisational skills – demonstrate the ability to prioritise and co-ordinate several different tasks where a variety of factors need to be taken into account. | **🗸** |  |  |
| Highly developed and effective communication skills, to include clear and effective communication methods to customers, staff, members and other stakeholders. As this is a customer-facing role, this will require the ability to communicate clearly in English with customers and stakeholders as required. | **🗸** |  |  |
| Demonstrates positivity and adaptability to change. | **✓** |  |  |
| Communicate effectively both verbally, in person and in writing. |  |  |  |
| Customer service skills – demonstrable ability to deal responsibly, positively and sensitively to customer needs. | **\*** | **🗸** |  |
| High level of attention to detail and accuracy. | **🗸** |  |  |
| Strong self-motivation and an ability to work with a minimum of supervision to tight deadlines. | **🗸** |  |  |
| Ability to work co-operatively in a team to achieve prescribed objectives. | **🗸** |  |  |
| Ability to organise workload with discretion, tact and integrity. | **\*** | **🗸** |  |
| **Behaviours** |  |  |  |
| Evidence of all level 1 elements of the Council’s core competency framework, i.e.   * **Respect and Dignity for all** - is open, honest and courteous * **Teamwork and Co-operation** - participates as a team member and encourages, enables and supports colleagues * **Effective Communication** - communicate effectively with others * **Customer Focus** - responds to customer needs. | **🗸** |  | **AP**  **IV** |
| **Knowledge / Education** |  |  |  |
| Knowledge of council services. | \* | **✓** |  |
| Understanding of the “One Team” philosophy and approach to service delivery. | \* | **✓** |  |
| GCSE English and Maths or equivalent. | **✓** |  |  |
| **Other requirements** |  |  |  |
| Ability and willingness to learn wider organisational policy and procedures. | **✓** |  | **AF/IV** |
| Proof of Right to Work in the UK. | **🗸** |  |  |
| Flexible working by arrangement. This may include some early morning or evening and weekend work across multiple sites therefore an ability to travel is required. | **🗸** |  |  |
| Demonstrate an understanding of, acceptance and commitment to, the principles underlying equal opportunities. | **🗸** |  |  |
| Satisfactory DBS clearance. | **🗸** |  |  |
| **\* Essential criteria linked to career grade structure** | | | |

**(Career Grade)**

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| Please use the following as example criteria. Any criteria used must be SMART | Spinal Column Point  (SCP) |
| Starting/Entry Point bottom of band 2.  On successful completion of the 2 year apprenticeship the Line manager has the discretion to award additional spinal column points up to the top of Band 2 SCP 5 | Band 2 SCP 1  bar SCP 5 |
| Progression through to Band 3 subject to satisfactory performance and successful completion of an Business / Administrative/Customer Service appropriate Level 2 apprenticeship. Bar at top of Band 2. | (SCP 5 bar at SCP 10) |
| Salary Bar at Band 3 until allocation of a lead service role is subject to service delivery requirements and satisfactory performance PLUS all \* criteria is met from above person specification. | (SCP 10 bar at SCP 15) |