

# ROLE PROFILE



Role profile		
<b>Title</b>	Customer Support Assistant	
<b>Grade</b>	GRADE B	
<b>Reference:</b>	<b>N409</b>	
<b>Reports to:</b>	Team Leader	
<b>Job Type:</b>	Customer Facing Worker	
<b>Work style Definition</b>	Office based hot–desk/touch down worker	
<b>Primary purpose of role</b>	<p>To provide quality clerical and administrative support across a range of departments contributing to the smooth and effective running of the service.</p> <p>To act as first point of contact for clients and others who visit the reception and answer calls in a timely manner.</p>	
<b>Key accountabilities and key measures</b>	<b>Role outcomes</b> <ul style="list-style-type: none"> <li>▪ Effective communication across the directorate when dealing with standard and routine customer enquiries (40%)</li> <li>▪ Provide day to day effective administrative support across the directorate (40%)</li> <li>▪ Updating and maintaining in accordance with standards and legislation (20%)</li> </ul>	<b>Role measures</b> <ul style="list-style-type: none"> <li>▪ Customer Satisfaction</li> <li>▪ Staff satisfaction</li> <li>▪ Administrative systems and records are kept up to date with clear and concise information.</li> <li>▪ Provision of a customer - focussed service that is efficient, reliant and supports departmental and organisational objectives.</li> <li>▪ Administrative documentation and processes are followed/developed to a high and consistent standard.</li> </ul>
<b>Key activities</b>	<ul style="list-style-type: none"> <li>▪ Performing routine customer service tasks in a structural environment. This may include meeting, greeting and giving customers advice on the service area (20%)</li> <li>▪ Handling and processing considerable amounts of manual and electronic information where care, accuracy and confidentiality are important, for example scanning and indexing and regular input to a range of systems (20%)</li> <li>▪ Preparation of bundles, photocopying, sorting and paginating of documentation (for e.g. court hearings) (20%)</li> <li>▪ Updating and maintaining electronic customer records by keeping accurate</li> </ul>	



Plymouth City Council is committed to providing access, adaptations and alternatives wherever possible, to enable people with disabilities to fulfil the criteria for and to carry out role duties.

	<p>information in accordance with the data protection act (5%)</p> <ul style="list-style-type: none"> <li>▪ Provide general admin support to the department including, filing, typing, answering the telephone and taking messages (20%)</li> <li>▪ Assist with outgoing and incoming post, seal, sign and stamp documents (5%)</li> <li>▪ Raising purchase orders and processing invoices (5%)</li> <li>▪ Supporting the storage, retention and disposal of sensitive confidential records (5%)</li> <li>▪ Carry out other duties appropriate to the grade of the post</li> </ul>
<b>Essential qualifications/ knowledge</b>	<ul style="list-style-type: none"> <li>▪ Functional skills in numeracy and literacy</li> <li>▪ Commitment to ongoing personal and professional development within the workplace.</li> </ul>
<b>Desirable qualifications/ knowledge</b>	<ul style="list-style-type: none"> <li>▪ 2 GCSE's Grade (A*-C or 9-4)</li> <li>▪ NVQ Level 2</li> <li>▪ RSA Level 2</li> </ul>
<b>Essential experience</b>	<ul style="list-style-type: none"> <li>▪ Demonstrable experience in an administrative environment</li> <li>▪ Experience of working effectively as part of a team</li> <li>▪ Experience of providing customer care</li> <li>▪ Experience of maintain filing/database systems</li> <li>▪ Experience of using Microsoft Computer Software Packages e.g. Word, Excel.</li> </ul>
<b>Desirable experience</b>	<ul style="list-style-type: none"> <li>▪ Reasonable experience of providing general administration</li> <li>▪ Knowledge of the services and support provided by the Council</li> </ul>
<b>Essential skills</b>	<ul style="list-style-type: none"> <li>▪ Communication skills required to exchange information orally and in writing to signpost customers and tactfully respond to their enquiries and complaints.</li> <li>▪ Keyboard skills required for letters, spreadsheets, databases and data entry.</li> <li>▪ Basic numeracy skills required for carrying out straightforward calculations and ensuring the accuracy of data.</li> <li>▪ Basic literacy skills required for dealing with correspondence in the form of template letters.</li> <li>▪ Judgement skills are required for identifying straightforward solutions to simple problems.</li> <li>▪ Customer care skills are required to deliver an excellent service to customers.</li> <li>▪ Team working skills and the ability to work together with colleagues to deliver a cohesive, joined-up service to customers.</li> <li>▪ Time management skills to prioritise work appropriately, be punctual and meet deadlines.</li> <li>▪ The job involves working from instructions, making minor decisions involving the use of initiative.</li> </ul>
<b>Corporate standards</b> <ul style="list-style-type: none"> <li>▪ In accordance with Council policies and guidance on information management and security, it is your personal responsibility for data protection, client confidentiality and information governance.</li> <li>▪ Act at all times in accordance with appropriate legislation and regulations, codes of practice, the provisions of the Council's constitution and its policies and procedures.</li> </ul>	

- Work within the requirements of the Council's Health and Safety policy, performance standards, safe systems of work and procedures.
- Undertake all duties with due regard to the corporate equalities policy and relevant legislation.