



# Role Profile

## CUSTOMER SERVICE LEAD SUPPORT

Reference No.	A4625	Type	
Service	Customer and Online Services		
Job Family	Admin Clerical 5	Grade	FC5

### Purpose

To provide friendly, efficient and effective first point of contact for Fife Council citizens, visitors and businesses. This includes providing advice, information, logging requests for services, taking payments, Scheduling work through various channels of communication.

To provide advice, escalate where necessary, and resolve customer queries through various communication channels

To assist and support line management in monitoring of Advisors to ensure good standards of performance are maintained.

**Task or Responsibility** - For this role, there is an expectation that all, or a combination, of the following will be undertaken:

Assisting the lead officer in the support of processes and procedures, which enables the delivery of services.

### Person Specification: Skills, Knowledge,

**Qualifications or Experience** - Criteria can apply to more than one task or responsibility

**E D**

Educated to SCQF level 5, which includes National , or Standard Grades at General level or O' Grades or equivalent, or at least 2-3 years in a customer service or local government environment

✓

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Being customer focused and provide excellent customer care within Customer and Online Services.	Customer Care Award/Qualification, and any other qualification or course required for the role.		✓
	Experience of providing a customer service which includes using initiative to develop practical solutions to resolve a diverse range of customer issues/problems, by phone, face to face and by correspondence (Focus on customers – See @ How We Work Matter’ Framework)	✓	
	Literacy and numeracy skills.		✓
	Experience of working in a customer contact centre		✓
	Experience in face to face customer service, online services including libraries.	✓	
	Experience in the use of computer programs/ software (e.g. Microsoft Word, Excel etc)		✓
Maintaining an excellent working knowledge of Council services undertaking any necessary training in new services or systems.	Knowledge of Council processes and systems		✓

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Contributing to the improvement and implementation of a range of procedures and systems			
Providing advice and support to customers and colleagues in relation to customer queries, including guidance on the use of systems.	Display a positive, pro-active approach and a commitment to continuous professional development.	✓	
Providing advice and information to customers on services provided by the Council and other agencies	Customer care skills with the ability to respond flexibly and sensitively to people with a variety of needs (Take Ownership)		✓
Ensuring follow-up actions are carried out or escalated in the event of service failure or complaints.	Knowledge of a wide range of Council services and related public services.		✓
Assisting the Lead Officer with the monitoring of customer service delivery, for example system failures, liaising with stakeholders where necessary whether by phone, face to face or online and deal or escalate any emergency situation which may arise in their absence or when required.	Experience of dealing with multiple tasks		
Assisting the Lead Officer with Team Meetings	Experience of working under pressure	✓	
	Experience of responding quickly to changing demands (Delivery Results)	✓	
	Prioritisation skills	✓	
	Experience of working with minimum supervision in an environment of change and challenge, demonstrating resilience and flexibility with competing demands	✓	

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	Willingness to take on additional responsibility	✓	
Contributing, both individually and as a team member, to the process of improving services provided within Customer and Online Services and the wider Fife Council.	Experience in problem solving and seeking out practical solutions to complex problems	✓	
	Experience of supporting the roll out of processes for new procedures and systems		✓
Building and maintaining good working relationships with all Council services and external organisations.	Team working skills (Work together)	✓	
Using appropriate I.T. systems to identify the details of the customers requirement. Searching customer records for pervious contact history and logging new requests for service	Ability to use multiple IT systems: data entry, track enquires and data retrieval to resolve customer enquires.	✓	
	Experience of systems to maintain accurate customer records (Embrace Technology and information)	✓	
Working in accordance with corporate Health and Safety procedures and report any incidents to Lead Officers	Knowledge of data protection legislation		✓
Assisting with Training – deliver training plan to new recruits, refresher/ongoing training	Communication skills, verbal and written	✓	
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

**Additional tasks or responsibilities** – this is a generic role, however this particular job may also require you to undertake the following:

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<b>Job Title (Specialists Tasks)</b>			

<b>Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required</b>			
<b>Before confirming appointment:</b> You may be required to obtain PVG scheme membership or a Disclosure check. Please refer to the job advert for clarification of the specific requirement.			
<b>Additional Information</b> – the following information is available:	<b>Expected Behaviours</b> – It is essential that you display the following behaviours as they are expected of all our employees:		
<ul style="list-style-type: none"> <li>• Skills Framework (if applicable)</li> <li>• <b>How</b> we work matters</li> </ul>	<ul style="list-style-type: none"> <li>• Take Ownership</li> <li>• Focus on Customers</li> <li>• Work Together</li> <li>• Embrace Technology &amp; Information</li> <li>• Deliver Results</li> </ul>		