



**Customer Service Adviser(s)  
(Fixed Term until end of December)**

**Customer Service Centre**

**East Devon District Council  
Knowle  
Sidmouth  
Devon  
EX10 8HL**

Here in East Devon, we're working to meet the diverse needs of local people, whilst preserving the stunning scenery we call home for generations to come. We're committed to delivering excellent customer service to all our citizens – and that's the important job of everyone at our Customer Service Centre.

As a Customer Service Adviser working in our Customer Service Centre, you'll be the face and voice of East Devon District Council. Delivering a prompt, informative and responsive customer service, you'll be on hand to help citizens with any queries they have or problems they're facing.

**Part Time Customer Service Adviser**

**Ref: ED00021F**

**£17,802-£19,621 per annum, pro rata (15 hours per week)**

**Fixed-term contract until end of December 2010**

Whether it's a telephone call, an email, minicom or text, whether the customer has written in or called in to see us in person, you'll respond to their query in a timely, professional manner. We'll look to you to use your judgement and problem solving skills to offer practical solutions to queries. You'll also play an important part in mentoring and training other Customer Service Advisers, as well as helping to further develop and enhance the overall contact centre delivery.

A customer service champion, you'll already have some similar experience behind you. It's also important that you have practical experience of using call centre IT systems and telephony. A confident communicator, empathetic and understanding, you're calm under pressure and focused on providing great outcomes for our customers.

**Customer Service Adviser**

**Ref: ED00024F/ ED3025F**

**£12,787-£13,874 per annum**

**Fixed-term contract until end of December 2010**

You'll respond promptly and professionally to a range of telephone queries. You'll take the time to listen to a customer's problem and then use your judgement to offer a practical and satisfactory solution. When necessary, you'll pass the call on to

specialist colleagues. You'll also take every opportunity to let callers know about services and channels that may be helpful to them.

Friendly and honest, calm and focused, you'll be a great communicator and an attentive listener, someone who will go out of their way to help our customers. Experience of using call centre IT and telephony systems would be an advantage. You should have GCSEs (or equivalent) in Maths and English.

**To apply**

To apply online, please visit [www.devonjobs.gov.uk](http://www.devonjobs.gov.uk) If you have no internet access then contact the First Stop Desk on 01392 383034 alternatively, visit our website [www.eastdevon.gov.uk](http://www.eastdevon.gov.uk) Closing date for both roles: 8 September 2010.

East Devon District Council actively encourages job applications from all members of the community.

# INFORMATION FOR APPLICANTS

Thank you for your application!

To help you with your application we are taking this opportunity to provide you with information, which we think will be useful. This is split into information relating to:

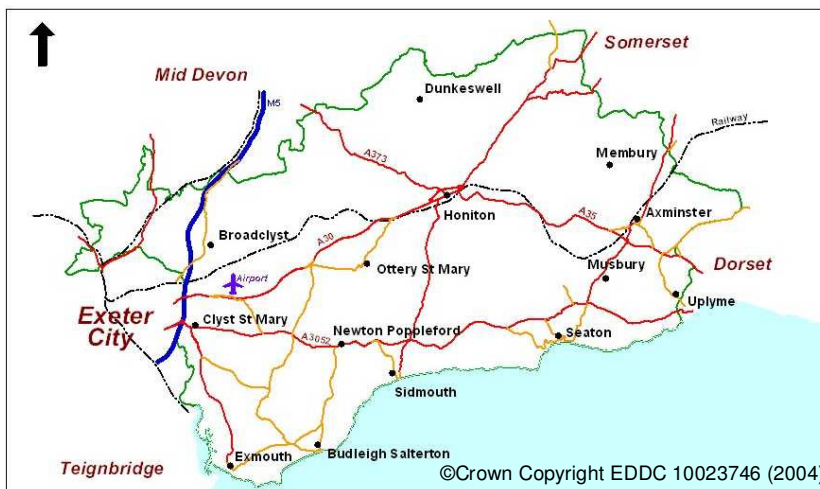
- The district area of East Devon.
- Information about the Council.
- Application guidance.
- What happens after you submit your application.
- What happens if you are successful.
- Other general information.

## The District

East Devon is one of eight Devon districts and, in population terms, it is the largest in the County.

Our district is set in a particularly attractive part of Devon in which to live and work. The coastline forms part of England's first World Heritage site designated for its natural environment. There are two areas of outstanding natural beauty and, within the district generally, there are extensive leisure opportunities and sports facilities.

The East Devon District Council's (EDDC) area of 81,477 hectares borders Exeter, Somerset and Dorset and comprises the area between the River Exe and outskirts of Exeter to the West, Somerset (inland) and Dorset to the East. Our larger coastal resorts are Exmouth, Budleigh Salterton, Sidmouth and Seaton and the major towns in the mainly rural inland area are Honiton, Ottery St Mary, Colyton and Axminster.



EDDC has agreed to share a joint Chief Executive with South Somerset District Council (SSDC). EDDC and SSDC are the two biggest councils in the South West and are subsequently the biggest district partnership in England. Although our Chief Executive is jointly shared between the two councils, EDDC and SSDC remain separate authorities and retain their own councillors and serve their existing populations. It is anticipated that the sharing of our Chief Executive will help unlock savings for both Councils and protect services for the citizens of both districts.

The Council's Corporate priorities are:

**Priority One - Thriving communities**

- a. Make more affordable homes available for our residents.
- b. Maintain residents' high satisfaction with their area and home as places to live.
- c. Delivery of strategic employment sites in the West of the District.
- d. Regeneration of Exmouth and Seaton.
- e. Delivery of economic growth throughout the District.

**Priority Two - Outstanding environment**

- a. An outstanding environment.
- b. A rise in recycling and composting and a fall in the disposal of other waste.

**Priority Three - Excellent services for our customers**

- a. Efficiencies; financial and time-saving.
- b. Improved services through understanding our customers.
- c. Consistently satisfied customers.

**The Council**

The Council has 59 Members and employs a total of approx. 519 permanent and Fixed Term employees with a year or more service. EDDC administers the services of a non-metropolitan District Council including car parking, cleansing, environmental health, grounds maintenance, housing, planning and revenue collection.

**Service Directors**

There are four Directors and the Chief Executive:

Chief Executive Mark Williams	P.A., Elections/Electoral Registration/ Chairman's Secretary, Customer Services
Diccon Pearse	Organisational Development (including Human Resources, Payroll Services, Training & Development and Policy Team) ICT, Legal, Licensing, and Democratic Services. Accountancy, Audit, Housing Benefits, Revenue Collection
Peter Jeffs	Council Housing, "Home Safeguard" (Central & Emergency Control Centre & Sheltered Accommodation), Environmental Health including Health & Safety, Community Enforcement, StreetScene, Property Services, Car Parks, Waste Management, Countryside and Arts Development
Karime Hassan	East of Exeter Team, Planning , Economic Development (including Estates) Land Charges & Building Control
Denise Lyon	Responsible for transforming customer service and customer focus across all our services.

**Application Form, Diversity Monitoring and Criminal Record Declaration  
Guidance Notes - the Application Form**

Completing the application form is the first step of the recruitment process, which may lead to an interview and the possible offer of a job. It is therefore most important that you complete all sections of the form as clearly and as fully as possible.

Please ensure that you complete the application details so that we know which post you are applying for.

### **Section 1: Personal Details**

Please enter your personal details fully and clearly so that we can contact you about your application. You can find your National Insurance number on a recent payslip, P60, P45 or any advice slip from the Inland Revenue or Child/Tax credits. If you do not have a National Insurance Number, please leave this blank.

### **Section 2 & 3: Employment History**

We require information on past and present employment history. If you have recently left school or college and have not yet had any permanent employment, please give details of any other employment that you may have had such as work experience, holiday work or voluntary work.

Please continue on a separate sheet if necessary and ensure that you enclose this with your application form. It is also important to ensure that you explain any gaps in your employment history.

### **Section 4: Education, Training and Development**

We are interested in any form of education you have followed, including any courses that did not lead to an examination or qualification. Please ensure that you state any qualifications that are relevant to the post you are applying.

Please include any training gained through work or other activities that you feel is relevant to the post that you are applying for.

We ask for current details of any professional memberships of organisations or institutes relevant to the job you are applying for.

### **Section 5: Supporting Statement**

This section is to provide you with an opportunity to explain how your knowledge, competencies, skills and experience meet each of the essential requirements of the person specification and as many desirable requirements as possible. Please read the job description and the person specification and think about how you can meet the criteria for the post.

You should try to avoid statements such as "I feel I meet all the requirements of the person specification". Instead, please try to fully explain how you meet the requirements - for example, if the person specification asks for "experience of working with elderly people" you need to explain, when, where and what was involved. Even if you have not had employment before you can draw on life experiences for example, " I helped care for my elderly grandmother for 3 years in the home and I helped her wash and dress daily ".

## **Section 6: Additional Information**

If you have a disability, please let us know. We guarantee an interview for any person with a disability who meets the essential criteria. It will also help us to make any arrangements for the interview and/ or a work based exercise. If you are unable to complete the application form, you may ask someone to do it on your behalf or you could contact **Pluss by email at [pluss@pluss.org.uk](mailto:pluss@pluss.org.uk) or freefone 0800 91 777 92** for help. Alternatively, if you would prefer to submit your application form on tape or in another format you may do so but it should aim to follow the format of the application form.

If you need the application form in another format please telephone 01395 517553 or email us at [jobs@eastdevon.gov.uk](mailto:jobs@eastdevon.gov.uk) so that we can discuss your requirements.

We will discuss with you at interview if there are any reasonable adjustments that we can implement in order to help you to work with us such as providing specific equipment.

If you are related to a Councillor or an employee of the Council, we ask you to tell us so that we can make sure all applications are treated fairly. You need to tell us if the Councillor or employee is a parent, grandparent, partner, child, stepchild, adopted child, grandchild, brother, sister, uncle, aunt, nephew, niece, or a partner of such person. Soliciting any employee or Councillor of the Council to gain an unfair advantage in your application may disqualify your application.

## **Section 7- References**

It is a requirement to check as a minimum employee's past 3 years' employment or academic history. This may mean that you will need to provide more than two referees. If you are unable to provide referees to support your last 3 years employment history, please refer to Human Resources on 01395 516733 for advice.

## **Section 8 – Declaration**

If you are submitting a paper application, please ensure that you sign and date the application form. If you are submitting an application via email, you will be asked to sign the form either at interview or on your first day of work if successful. Please be aware that any falsification of information will result either in your application not being pursued or dismissal if you have already been appointed.

## **Diversity Monitoring Form**

East Devon District Council believes in valuing diversity and to help us monitor the effectiveness of our policies we ask you to complete this form. It is helpful if you could complete as a minimum the personal details, for example, your name and date of birth, but you need not answer some questions if you prefer not to. This form is separated from the application form and does not form part of the recruitment and selection process.

## **Criminal Record Declaration Form**

As a responsible employer we ask **all** applicants to complete the criminal record declaration form. We only require you to declare any **unspent** convictions at this stage. However there will be further checks with the Criminal Records Bureau for some posts.

Unspent convictions are custodial sentences of more than 2 ½ years, they are also sentences of less than 2 ½ years where the rehabilitation period has not yet expired.

The completed form will be separated from the Application Form and will not be seen by the recruiting officers until short-listing has taken place.

## **What happens next?**

After the closing date, short-listing will be conducted by a panel, who will match your application against the criteria in the person specification.

If you meet all the essential criteria and you have a disability, you will be guaranteed an interview for the job. The selection process may involve an interview, a short presentation or other work-based test and if the position is a Line Manager a mandatory personality questionnaire. The person specification indicates how the criteria will be assessed.

You will be selected for interview entirely on the contents of your Application Form so please read this through carefully prior to submitting it.

Completed Application Forms should be returned to Human Resources. The closing date for this post will be Noon **8 September 2010**.

Unfortunately, we do not acknowledge receipt of your application, but if you have not heard from us within 3 weeks of the closing date, please assume you have not been successful on this occasion.

We retain application forms of unsuccessful applicants (in Human Resources) for 6 months and that of the successful candidate is kept on their personnel file for the period of employment and for a reasonable time thereafter.

We look forward to receiving your application and good luck!

## **What happens if I am short listed for interview?**

### **Criminal Records Disclosure and Declaration of Spent Convictions**

For posts where there is contact with or access to records relating to children and vulnerable adults, an enhanced CRB disclosure will be required for the successful candidate.

The Rehabilitation of Offenders 1974 (exceptions) Order 1975 does not allow employees who will have contact with children or vulnerable adults the right to withhold information regarding previous criminal convictions, cautions and bindovers, including those regarded as "spent" – all must be declared. Applicants who are shortlisted for a post, which is exempt from the Rehabilitation of Offenders Act, will be asked to declare their spent convictions prior to appointment.

A criminal record will not necessarily be a bar to obtaining a post with East Devon District Council – Please see Page 9 for our policy on recruitment of ex-offenders taken from our Employment Screening Policy.

**This post is not subject to "Disclosure"**

## **What happens if I am offered the job?**

If you are successful in your application we will need to carry out a number of pre-employment checks and we will need to ask you to supply certain information. Below is a list of checks that we will need to carry out depending on your role.

## **Verification of Identity**

Verification of identity is essential before any individual can begin their employment. We will need to establish your full name, date of birth and full permanent address with as many qualifying documents as possible, including National Insurance Number. You will be advised of which documents to supply if you are appointed.

## **Confirmation of permission to work in the UK**

It is a requirement of every individual who works for EDDC to prove his or her right to work in the UK. You must ensure that you inform us as early as possible if you require a work permit to work in the UK.

## **References**

References will be taken up (if they have not been taken up prior to interview) and a start date will not normally be agreed until these have been received.

## **Qualifications**

Qualifications relevant to the position you have applied for will be verified once a job offer has been made. Original copies only will be accepted. Any false statement as to qualification or made in connection with an appointment will disqualify you from appointment and, in any instance where employment has commenced before the disqualification is known, your employment will be terminated.

## **Declaration of Unspent Criminal Convictions**

It is a requirement of all applicants to declare any unspent convictions on the Criminal Record Declaration form so you will need to complete this if you did not submit one with your application form.

## **Enhanced CRB Check**

If it has been indicated in this pack and other related recruitment information that this post is exempt from the Rehabilitation of Offenders Act, you will be required to complete a CRB disclosure form. You need to be aware that such a disclosure might include non-conviction information such as details of cautions, reprimands or warnings and may include police intelligence relating to on-going investigations and relationships with any known or suspected criminals. Your appointment will be subject to a satisfactory check and this will include checking to see that you declared all relevant information on both the Criminal Record Declaration form (Unspent Convictions) and the Declaration of Spent Convictions no matter when they occurred or what the nature of the offence was.

## **Independent Safeguarding Authority Registration (Applicable from October 2010)**

It is a requirement from October 2010 for employees who are employed in a role which is considered to be either a regulated or controlled activity to be registered with the Independent Safeguarding Authority. The Council will pay for your registration if you do not currently hold a registration number. It is an offence for the Council to employ anyone who is not registered with the ISA in a regulated or controlled activity and it will be necessary to obtain registration prior to starting work with us. You will not be able to commence work with us until we have evidence of your registration with the ISA. If the ISA advise that you are barred from working in a regulated activity the council will withdraw the offer of employment.

**This post is not subject to ISA registration**

## **Medical Assessment**

Appointment is subject to satisfactory medical assessment. If you are the successful candidate, you will be sent a confidential Health Questionnaire for completion and submission. The assessment relates (only) to employment in the particular post.

## **Other General Information**

### **Union Recognition**

The Council recognises UNISON for the purposes of consultation and negotiation of local terms and conditions.

### **Salary**

Salaries are paid on the 25<sup>th</sup> of the month directly into a bank or building society account. When the 25<sup>th</sup> falls on a weekend or a bank holiday, payments are made on the last working day before this date.

The rate of pay for the post is determined by our Job Evaluation scheme (Greater London Provincial Council scheme - GLPCS). Starting salary is usually the first point of the grade.

It is important to note, that as a national condition, that if an employee starts between 1 April and 30 September, the employee would not receive an increment increase until the following April.

Employees starting between 1 October and 31 March will receive an increment rise after six months and thereafter April.

Cost of living increases may be awarded throughout the course of employment. These are not guaranteed and are negotiated nationally.

If you are appointed to the post and you are in receipt of Benefit such as Housing and/or Council Tax Benefit (from this or any other council), Tax Credits or any Benefit from the Department of Work and Pensions, it is your responsibility to inform all of the organisations involved that your circumstances have changed. Failure to do so could result in an overpayment of Benefit resulting in recovery action being taken and/or prosecution under the Social Security Administration (Fraud) Act 1997.

### **Pension**

Generally speaking, all employees who are employed for more than 3 months, over the age of 16 years are able to join the LGPS. If you do decide to join then your contributions are based upon a table of pay bandings between 5.5% – 7.5% of your pensionable pay.

### **Politically Restricted Post (PoRP)**

This post **is not** designated a politically restricted post (PoRP) under the Local Democracy, Economic Development and Construction Act 2009. Please see attached guidance for restrictions that will apply to the post holder during employment on page 10.

## **Annual Leave**

Annual leave entitlement is dependent on the grade of the post and is outlined in the table below in addition there is 8 bank holidays per year and 2 extra statutory days. The entitlements are pro-rata for part time employees.

<b>Grade</b>	<b>Basic</b>	<b>+ 5 years' service*</b>
Grade 1-6	21 days	25 days
Grade 7-8	23 days	26 days
Grade 9-10	24 days	27 days

Please note: \*additional leave in the 5<sup>th</sup> year is calculated on a pro rata basis.

## **Christmas closedown**

The Council has a closedown period over Christmas. The exact length of the closure may vary each year.

## **Probationary Period**

All new employees to the Council are subject to a 6 month probationary period. During this period you will have regular reviews with your line manager to support you during your first months and to assess your progress and training needs.

## **Welcome Process**

As well as a local departmental welcome, you will be required to attend a Welcome Day and work through our e-welcome process which will introduce you to key information, policies and strategies for EDDC.

## **Performance Excellence Review (PER)**

The Council operates a performance excellence review (PER) system to set objectives and set any training and development needs and this is supported through regular one to ones with the line manager throughout the year.

## **Parking**

The Council currently has free parking facilities but employees are encouraged to use alternative modes of transport where possible. We actively encourage car sharing and have allocated spaces for car sharers.

## **Smoking**

The Council operates a No Smoking policy in Council premises or vehicles. There is a designated area for smoking if required.

## **More information on Criminal Record Bureau Full Disclosure and Politically Restricted Posts**

### **Employment Screening Policy (extract relating to ex-offenders)**

For posts where there is contact with or access to records relating to children and vulnerable adults, an enhanced CRB disclosure will be required for the successful candidate.

As an organisation using the CRB Disclosure service to assess suitability for positions of trust, EDDC complies fully with the CRB Code of Practice and undertakes to treat all candidates for positions fairly. We undertake not to discriminate unfairly against any person who is the subject of a disclosure on the basis of conviction or other information revealed.

EDDC is committed to the fair treatment of its staff, potential staff or users of its services, regardless of race, gender, religion, sexual orientation, responsibilities for dependants, age, physical/mental disability or offending background.

We are committed to achieving diversity in our workforce and welcome applications from a wide range of candidates, including those with criminal records. We select all candidates for interview based on their skills, competencies qualifications and experience.

Unless the nature of the position allows East Devon District Council to ask questions about a candidate's entire criminal record, we will only ask about "unspent" convictions as defined in the Rehabilitation of Offenders Act 1974. We request that this information is sent under separate cover, using the Criminal Record Declaration Form provided with the application form. Failing to provide this information will prevent a candidate's application progressing to the short listing stage.

A CRB disclosure is only requested after a thorough risk assessment has indicated that it is both proportionate and relevant to the position concerned and is therefore exempt under the Rehabilitation of Offenders Act. For those positions where a disclosure is required, all application forms, job adverts and recruitment briefs will contain a statement that a disclosure will be requested in the event of the individual being offered the position. Prior to applying for a disclosure, candidates invited to interview will be asked to declare their "spent" convictions.

We make every person who is subject of a CRB Disclosure aware of the existence of the CRB Code of Practice and make a copy available on request.

We undertake to discuss any matter revealed in a disclosure with the person seeking the position before withdrawing a conditional offer of employment.

Having a criminal record is not necessarily a bar to working with us. This will depend on the nature of the position and the circumstances and background of the offences.

### **POLITICALLY RESTRICTED POST (PoRP)**

If your post has been designated a politically restricted post (PoRP) under the Local Democracy, Economic Development and Construction Act 2009, here is some further information.

Posts which are politically restricted are defined as follows:

1. All specified officers, such as the Head of the Paid Service, the Monitoring Officer, (both posts are required under the Act), Statutory and non- statutory Chief Officers and their deputies, officers with delegated powers, assistants to political groups, and Chief Finance Officer. All these officers are politically restricted without rights of exemption or appeal;

2. All posts which meet the duties related criteria for determining a “sensitive post”; unless there is a successful appeal.

HR maintains a list of posts that are restricted or proposed to be restricted.

Sensitive posts are defined as those which meet one or both of these criteria:

- a) Give advice on a regular basis to the authority, to a Committee or Sub-Committee of the Authority or to any joint Committee on which the authority is represented; or where the authority are represented; or where the authority are operating executive arrangements, to the executive of the authority; to any committee of that executive; or to any member of that executive who is also a member of the authority.
- b) Speak on behalf of the authority on a regular basis to journalists and broadcasters.

Only employees who are “politically free” can stand for election or engage in other restricted political activity. The Secretary of State issues regulations prescribing the type of political activities in which politically restricted post holders will be restricted from engaging.

The terms and conditions of employment of those in politically restricted posts are deemed to prohibit activities including:

- public speaking or writing with the apparent intention of attracting public support for a political party
- announcing, causing, authorising or permitting anyone to announce their candidature in elections (except for parish council elections)
- acting as an election agent or sub-agent (except for parish council elections)
- holding certain offices within a political party where the duties are likely to involve participation in the general management of the party or the branch, or in representing the party or branch to external people or bodies
- canvassing on behalf of a political party or for a candidate in an election (except for parish council elections)

Under the regulations if an employee in a politically restricted post writes to this council indicating they wish to resign because they intend to announce, or cause or authorise or permit anyone else to announce that they are or intend to be a candidate in Parliament in a forthcoming election then the employment contract with the council terminates immediately, without the need for either side to give notice.

The Council’s Standards Committee has the responsibility to determine whether individuals should be exempted from political restriction on the grounds that the duties of the post do not fall within the ‘sensitive’ definition.

To appeal against being designated a PoRP holder an individual post holder will need to write a letter, to the Standards Committee, care of the Council’s Monitoring Officer, formally seeking exemption including a full job description of the post.

If the standards committee is satisfied the duties of the post do not meet the criteria it must give a direction to the Authority indicating that it is not a politically restricted post, and that it must be removed from the list, or not placed upon it. The direction should also indicate how long the direction is to last. The standards committee may also direct that posts are included in the list, whether or not an application has been made.

## **Organisational Development Updated April 2010**

## STAFF PERSON SPECIFICATION

**Job title and post number:** Customer Service Adviser  
(00/021F)

**Grade:** Grade 4  
£17802 - £19621 pa (pro-rata)

**Service:** Chief Executive's Office

**Team:** Customer Service Centre

<b>Category</b>	<b>Requirements</b>	<b>Essential (E)/ Desirable (D)</b>	<b>Method of Assessment</b> (Application Form/Interview/ Psychometric Testing)
<b>Education/Training</b>	Good all round education to GCSE level ( or equivalent)	E	Application Form
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Sound knowledge of customer service/ customer focus principles based on practical experience.</li> </ul>	E	Application form/interview
	<ul style="list-style-type: none"> <li>• Demonstrable experience in creative problem solving.</li> </ul>	E	Application form/interview
	<ul style="list-style-type: none"> <li>• Experience of call centre IT systems and telephony.</li> </ul>	D	Interview
<b>Skills and Knowledge</b>	Excellent communication skills, including oral, written, presentational and listening	E	Application form/interview
	Able to handle difficult situations	E	Application form/ work based test if applicable
	IT skills including windows based packages	E	Application form/interview
	Accuracy and attention to detail particularly when working to tight deadlines	E	Interview
	Ability to work on own		

East Devon District Council Staff Person Specification

<b>Category</b>	<b>Requirements</b>	<b>Essential (E)/ Desirable (D)</b>	<b>Method of Assessment</b> (Application Form/Interview/ Psychometric Testing)
	<p>initiative as well as part of a team</p> <p>Capacity for innovation</p> <p>Knowledge of Lagan or other CRM systems</p> <p>Knowledge of local government services and processes</p> <p>Understanding of e-government</p> <p>Motivated with the ability to listen to, work well with and be respectful to others and committed to being a team player</p> <p>Ability to show empathy with the public and their perceptions</p> <p>Able to plan organise and prioritise work effectively</p> <p>Able to cope under pressure</p>	<p>E</p> <p>D</p> <p>D</p> <p>D</p> <p>D</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview/job based assessment</p> <p>Interview/job based assessment</p> <p>Interview/job based assessment</p>
<p><b>EDDC competencies (these must be used)</b></p>	<p><b>Communicates honestly, openly and clearly</b></p> <p><b>Accepts responsibility for their own work activities, behaviour and personal</b></p> <p><b>Makes every effort to meet the needs and to exceed the expectations of customers</b></p> <p><b>Demonstrates good working relationships with others, both inside and outside of their</b></p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>Interview/work based role play if applicable</p> <p>Interview</p> <p>Interview</p> <p>Interview</p>

East Devon District Council Staff Person Specification

<b>Category</b>	<b>Requirements</b>	<b>Essential (E)/ Desirable (D)</b>	<b>Method of Assessment</b> (Application Form/Interview/ Psychometric Testing)
	<p>usual work team</p> <p><b>Takes responsibility for getting things done</b></p>	E	Interview
<b>Other relevant factors</b>	<ul style="list-style-type: none"> <li>• <b>Commitment to implement anti-discriminatory and equal opportunities policies and legislation.</b></li> <li>• <b>Able to carry out the duties of the post with reasonable adjustments where necessary.</b></li> <li>• <b>Able to work flexibly to meet the demands of the job.</b></li> <li>• <b>Ability to work in a non-smoking environment.</b></li> </ul>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p>

The Customer Service Manager, Central Services reviewed this person specification in 17<sup>th</sup> October 2007.

## **JOB DESCRIPTION**

<b>Post title and number</b>	Customer Service Adviser (00/021F)
<b>Service</b>	Chief Executive's Office
<b>Team</b>	Customer Service Centre
<b>Grade</b>	Grade 4
<b>Responsible to</b>	Customer Service Manager
<b>Responsible for</b>	No supervisory responsibility

### **Job purpose**

Customer Service Advisers are considered to be the 'face' of East Devon District Council. Advisers are responsible for delivering an informative and responsive service which provides outstanding customer service and champions best practice in customer relationships.

### **Key activities**

1. Responds to and resolves in a timely and courteous way a wide range of queries. These may be by telephone, email, minicom, text message, face to face or in writing.
2. Takes responsibility for owning service requests including complex issues and dealing with customer complaints according to the Council's complaints policy. Generates practical solutions to problems, analyzing problems individually and collectively, making sound decisions and taking action to deliver solutions.
3. Engages with customers and updates them on the progress of their enquiry.
4. Maintains ownership of queries until they are resolved or passed to specialist areas and work with these areas to ensure a high quality of service is provided at all times.
5. Achieves East Devon District Council's customer service standards and promotes East Devon District Council in a positive manner.
6. Takes overflow calls, messages, signposts and transfers calls to assist other areas of the contact centre.

7. Supports other advisors through coaching and buddying processes.
8. Proactively promotes relevant services and channels to customers.
9. Works creatively with others through meetings, focus groups, networks and project work to develop and deliver service improvements to enhance contact centre delivery.
10. Provides research support and advice to members on the Executive Board, Overview Committees and Task and Finish Forums as required.
11. Supports the co-ordination of the research and consultation work of all the Council's services to ensure a corporate approach.
12. Takes part in the process mapping activity as required.
13. **Contributes to promoting best value and best practice across the full range of the Council's activities.**
14. **Gives support to all directorates in their use of quality management tools, research techniques and application for quality awards.**
15. **Develops and maintains a network of internal and external contacts to help promote partnership working.**
16. **Develops and maintains PC based databases as required.**
17. **Contributes to the performance of the team by participating positively in annual appraisal, one to ones, service planning and the team meeting process.**
18. **Supports the Manager in making sure the Customer Service Centre offers a customer focused service to help achieve continuous improvement and innovation in service delivery.**
19. **Recognises individuals in forming constructive relationships, both within the team, across the Council and with customers and partners to help promote positive communication across the organisation.**
20. **Acts as an ambassador for the Council.**
21. **Attends meetings as required during working hours, or with a minimum of 24 hours notice for out of hours meetings.**
22. **Complies with the Council's Constitution, Code of Conduct and policies and its commitment to equal opportunities.**

23. **Support your team in ensuring that our services and policies identify, address, and promote the needs of all of our diverse community. This includes the need for safety of children and other vulnerable people.**
24. **Performs any other relevant activities, commensurate with the grading of the post.**

**All the Council's staff have the activities highlighted in bold included in their job descriptions.**

This job description was reviewed in October 2007 by the Customer Services Manager.

## RISK ASSESSMENT PROFILE

**Post No:** 00/0021F

**Job Title:** Fixed Term Customer Service Advisor

**Service:** Customer Service Centre

This role has been assessed for risk and the following table highlights the demands of the role and the level of risk that may be prevalent in the job when carrying out normal day to day activities. The following key has been used to provide a guide.

Level 1	Seldom or never
Level 2	Occasionally (once a month)
Level 3	Fairly Regularly (1 per week)
Level 4	Regular (2-3 times per week)
Level 5	Daily

Potential Risks and Hazards	Level of Frequency
Visual Display Screen user	5
Car Driving	1
HGV, LGV Driving	1
Prolonged Sitting, standing	5
Exertion (other than lifting)	1
Lifting	1
Manual Handling – Repetitive movements, bending twisting	1
Working with the Public	5
Face to face contact with abusive customers	5
Lone Working	1
Night Working	1
Shift Working	1
Use of Chemical and or Skin irritants	1
• Head phone use/ Auditory performance	5
• Vibration / Noise	5
• Use of Machinery	1
Outside Working / Inclement weather	1
Working at heights (above 2 metres)	1
Working in confined spaces	1
Risk of exposure to bodily fluids	1
Risk of contact with infectious diseases	1
Risk Of exposure to Asbestos	1
Other - Please specify	1

- Any post identified in levels 2-5 will require a Hearing Test

**Please complete and forward electronically to Human Resources together with up-to-date Job Description.**

**The Risk Assessment was reviewed & completed by the Manager of the above post.**

Manager Name: C Foster    Manager Job Title: Customer Service Manager

Date of review 14/6/10

## STAFF PERSON SPECIFICATION

**Job title and post number:** Customer Service Advisor  
(00/024F & 00/025F)

**Grade:** Grade 1  
(£12,787 - £13,874)

**Service:** Chief Executives Office

**Team:** Customer Service Centre

<b>Category</b>	<b>Requirements</b>	<b>Essential (E)/ Desirable (D)</b>	<b>Method of Assessment</b> (Application Form/Interview/ Psychometric Testing)
<b>Education/Training</b>	1. <b>Good all round education to GCSE level ( or equivalent)</b>	E	
<b>Experience</b>	2. <b>Sound knowledge of customer service/customer focus principles based on practical experience</b>	E	Application form/interview
	3. <b>Experience of call centre IT systems and telephony</b>	D	Interview
<b>Skills and Knowledge</b>	4. <b>Excellent communications skills, including listening, oral and written</b>	E	Interview
	5. <b>Ability to work on own initiative as well as part of a team.</b>	E	Interview
	6. <b>Capacity for innovation.</b>	D	Interview
	7. <b>Knowledge of local government services and processes</b>	D	Interview
	8. <b>Able to cope under pressure</b>	D	Interview
	9. <b>Ability to show empathy with the</b>		

East Devon District Council Staff Person Specification

<b>Category</b>	<b>Requirements</b>	<b>Essential (E)/ Desirable (D)</b>	<b>Method of Assessment</b> (Application Form/Interview/ Psychometric Testing)
	<p>public and thier perceptions</p> <p>10. Motivated with the ability to listen to, work well with, and be respectful to others and committed to being a team player.</p>	<p>D</p> <p>E</p>	<p>Interview</p> <p>Interview</p>
<b>EDDC competencies</b>	<p>11. Communicates honestly, openly and clearly</p> <p>12. Accepts responsibility for their own work activities, behaviour and personal development.</p> <p>13. Makes every effort to meet the needs and to exceed the expectations of customers</p> <p>14. Demonstrates good working relationships with others, both inside and outside of their usual work team</p> <p>15. Takes responsibility for getting things done</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>Interview/work based role play if applicable</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p>
<b>Other relevant factors</b>	<p>16. Willingness to work non-standard hours on occasions.</p> <p>17. Commitment to equal opportunities.</p>	<p>E</p> <p>E</p>	<p>Interview</p> <p>Interview</p>

East Devon District Council Staff Person Specification

<b>Category</b>	<b>Requirements</b>	<b>Essential (E)/ Desirable (D)</b>	<b>Method of Assessment</b> (Application Form/Interview/ Psychometric Testing)
	<b>18. Ability to work in a non-smoking environment.</b>	E	Interview

All the Council's staff have the activities highlighted in bold included in their person specification.

The Customer Services Manager reviewed this Person Specification in July 2010.

## JOB DESCRIPTION

<b>Post title and number</b>	Customer Service Adviser (00/024F & 00/025F)
<b>Service</b>	Chief Executive's Office
<b>Team</b>	Customer Service Centre
<b>Grade</b>	1 (£12,787 - £13,874)
<b>Responsible to</b>	Customer Service Manager
<b>Responsible for</b>	No supervisory responsibility

### **Job purpose**

Customer Service Advisers are considered to be the 'face' of East Devon District Council. Advisers are responsible for delivering an informative and responsive service which provides outstanding customer service and champions best practice in customer relationships.

### **Key activities and outcomes**

1. Responds to and resolves in a timely and courteous way a wide range of queries by telephone.
2. Takes responsibility for owning service requests including complex issues and dealing with customer complaints according to the Council's complaints policy. Generates practical solutions to problems, analyzing problems individually and collectively, making sound decisions and taking action to deliver solutions.
3. Engages with customers and updates them on the progress of their enquiry.
4. Maintains ownership of queries until they are resolved or passed to specialist areas and work with these areas to ensure a high quality of service is provided at all times.
5. Achieves East Devon District Council's customer service standards and promotes East Devon District Council in a positive manner.
6. Takes overflow calls, messages, signposts and transfers calls to assist other areas of the contact centre.
7. Proactively promotes relevant services and channels to customers.

8. Works creatively with others through meetings, focus groups, networks and project work to develop and deliver service improvements to enhance contact centre delivery.
9. **Contributes to promoting best value and best practice across the full range of the Council's activities.**
10. **Gives support to all directorates in their use of quality management tools, research techniques and application for quality awards.**
11. **Develops and maintains a network of internal and external contacts to help promote partnership working.**
12. **Develops and maintains PC based databases as required.**
13. **Contributes to the performance of the team by participating positively in annual appraisal, one to ones, service planning and the team meeting process.**
14. **Supports the Manager in making sure the Customer Service Centre offers a customer focused service to help achieve continuous improvement and innovation in service delivery.**
15. **Recognises individuals in forming constructive relationships, both within the team, across the Council and with customers and partners to help promote positive communication across the organisation.**
16. **Acts as an ambassador for the Council.**
17. **Attends meetings as required during working hours, or with a minimum of 24 hours notice for out of hours meetings.**
18. **Complies with the Council's Constitution, Code of Conduct and policies and its commitment to equal opportunities.**
19. **Support your team in ensuring that our services and policies identify, address, and promote the needs of all of our diverse community. This includes the need for safety of children and other vulnerable people.**
20. **Performs any other relevant activities, commensurate with the grading of the post.**

**All the Council's staff have the activities highlighted in bold included in their job descriptions.**

This job description was reviewed by the Customer Service Manager in July 2010.

## RISK ASSESSMENT PROFILE

**Post No:** 00/024 & 00/025

**Job Title:** Customer Service Adviser

**Service:** CSC

This role has been assessed for risk and the following table highlights the demands of the role and the level of risk that may be prevalent in the job when carrying out normal day to day activities. The following key has been used to provide a guide.

Level 1	Seldom or never
Level 2	Occasionally (once a month)
Level 3	Fairly Regularly (1 per week)
Level 4	Regular (2-3 times per week)
Level 5	Daily

Potential Risks and Hazards	Level of Frequency
Visual Display Screen user	5
Car Driving	1
HGV, LGV Driving	1
Prolonged Sitting, standing	4
Exertion (other than lifting)	1-2
Lifting	1
Manual Handling – Repetitive movements, bending twisting	1
Working with the Public	5
Face to face contact with abusive customers	5
Lone Working	1
Night Working	1
Shift Working	1
Use of Chemical and or Skin irritants	1
• Head phone use/ Auditory performance	5
• Vibration / Noise	5
• Use of Machinery	1
Outside Working / Inclement weather	1
Working at heights (above 2 metres)	1
Working in confined spaces	1
Risk of exposure to bodily fluids	1
Risk of contact with infectious diseases	1
Risk Of exposure to Asbestos	1
Other - Please specify	1

- Any post identified in levels 2-5 will require a Hearing Test

**Please complete and forward electronically to Human Resources together with up-to-date Job Description.**

**The Risk Assessment was reviewed & completed by the Manager of the above post.**

Manager Name: Cherise Foster Manager Job Title: Customer Service Manager

Date of review 30/09/08