

## Customer Services Advisor

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**Department:** Customer and Local Services

**Section:** An Operational Hub

**Reports to:** Team Leader

**JE Ref:** CLS108

**Grade:** CS07                      **JE Date:** 20/04/2020

### Job purpose

To provide a front-line service to all customers (who may be vulnerable, challenging and emotional) making decisions to ensure that any payments and/or benefit claims are made to those in need and in compliance with policy, regulations and legislation.

### Job specific outcomes

- Assess and determine entitlement and advise customers (face to face, telephone, online) to ensure they receive the all the benefits they are entitled to as well as ensuring they fully understand their responsibilities e.g. accurate disclosure.
- Ensure all work undertaken complies with the department's SLA's, objectives and relevant legislation in order to achieve a consistent customer experience across the department.
- Update internal manual and computerised systems to reflect customer contact and any decisions made to ensure an audit trail, good customer service and full compliance.
- Act in respect of erroneous benefit claims by contacting the customer to agree a repayment plan or refer defaulters for legal action to reduce/limit loss of public funds.
- Proactively deal with all complaints according to agreed standards, escalating as necessary to ensure a robust and consistent approach to maintain customer confidence.
- Undertake a range of ad-hoc work as required on larger projects or change initiatives to contribute to the development and improvement of service delivery.
- Undertake visits to individuals and employers where problems have been identified, to resolve the issue in line with legislation and / or departmental policy.
- Ensure that any fraudulent activity identified during the normal course of work is escalated and flagged to the departmental enforcement and fraud investigation service in order that abuse is investigated, and legislation enforced.
- Ensure safeguarding processes are promoted and implemented to protect vulnerable adults and children.

## Statutory responsibilities

Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

## Organisational structure



## Person Specification

### Specific to the role

Describe the knowledge, skills, experience, and qualifications required to perform the job to a satisfactory standard.

It is important to convey what the job requires, rather than what an individual might have, as these may be different. For example, you may have a postgraduate level qualification, however, an A' Level standard qualification is the requirement for the job.

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p><b>Qualifications</b> <i>Please state the level of education and professional qualifications and / or specific occupational training required.</i></p>	<ul style="list-style-type: none"> <li>Level 3 Qualification (e.g. Advice and Guidance) or equivalent level of experience.</li> </ul>	
<p><b>Knowledge</b> <i>This relates to the level and breadth of practical knowledge <b>required</b> to do the job (e.g. the understanding of a defined system, practice, method or procedure).</i></p>	<ul style="list-style-type: none"> <li>Knowledge of the work of the department and its services to the public.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge and understanding of legislation, policies and guidelines within the department, such as Income Support Determining Officer's Guide and Control of Housing and Work law policy guidance.</li> </ul>
<p><b>Technical / Work-based Skills</b> <i>This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</i></p>	<ul style="list-style-type: none"> <li>Ability to proficiently use Microsoft Software Packages.</li> <li>Literate and numerate; able to read and understand and explain complex legislation, calculate customer claim data, write letters and complete departmental forms.</li> </ul>	<ul style="list-style-type: none"> <li>Full Drivers License.</li> </ul>
<p><b>General Skills/Attributes</b> <i>This relates to more general characteristics required to do the job effectively, e.g. effective written communication skills, ability to delegate, motivation or commitment etc.</i></p>	<ul style="list-style-type: none"> <li>Ability to deal with difficult, complex, sensitive and contentious customer issues.</li> <li>Ability to use listening and investigative skills to understand customer circumstances to make appropriate decisions about any benefit claim.</li> <li>Ability to look objectively at a situation to ensure that</li> </ul>	<ul style="list-style-type: none"> <li>Ability to speak a relevant community language e.g. Portuguese or Polish and demonstrate a cultural awareness to support customer's whose first language isn't English</li> </ul>

	<p>all outcomes are thoroughly assessed before deciding on the appropriate course of action</p> <ul style="list-style-type: none"> <li>• Able to read non-verbal communication (gestures/body language) and be aware of self and how they are perceived by others.</li> <li>• Ability to question and understand the real, underlying needs of the customer, beyond those initially expressed.</li> <li>• Ability to work in difficult and challenging situations where customers have mental health issues, alcohol or drug abuse problems, language barriers and inability to comprehend or understand decisions.</li> </ul>	
<p><b>Experience</b> <i>This is the proven record of experience and achievement in a field, profession or specialism. This could include a minimum period of experience in a defined area of work if required by an external body (for example a period of post-qualification experience).</i></p>	<ul style="list-style-type: none"> <li>• Experience of working in a customer focused environment providing advice, support and guidance face to face, by phone, email etc.</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>

### Personal Attributes

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tier 5 core accountabilities attributes and behaviour indicators.