

## Senior Customer Service Adviser

### Job Description

<b>Grade</b>	SO1- Subject to consultation
<b>Department</b>	The Office of the North Yorkshire Police, Fire & Crime Commissioner (OPFCC)
<b>Line Manager</b>	Customer Service Manager
<b>Scope</b>	<p>The Police, Fire and Crime Commissioner appoints statutory and non-statutory officers to the Office of the Police Fire and Crime Commissioner to ensure that the powers and duties of the PFCC are carried out efficiently and effectively. Alongside the PFCC, the OPFCC ensures that the Commissioner’s strategic programme for policing, fire and crime is carried into effect – providing, commissioning and overseeing services which meet the objectives, priorities and outcomes set out in the Police &amp; Crime Plan and the Fire and Rescue Plan.</p> <p>The OPFCC ensures that the PFCC has full executive and professional support in carrying out his or her duties and responsibilities comprehensively and lawfully. OPFCC staff report to the Chief Executive as Head of Paid Service. In addition to providing and supporting the roles of Monitoring Officer and Chief Finance Officer, the OPFCC undertakes a wide range of functions of the PFCC via a scheme of delegated powers, supporting and as necessary representing the PFCC in carrying out all aspects of his or her public, service provision, scrutiny and governance roles.</p> <p>Scope:</p> <p>To provide exemplary customer service for Commissioner casework correspondence, complaint and recognition cases, and positively represent both the Office of Police, Fire &amp; Crime Commissioner (OPFCC), North Yorkshire Police (NYP) and North Yorkshire Fire and Rescue Service (NYFRS) through first contact and any ongoing customer liaison.</p> <p>To maintain and develop effective working relationships with Service departments, key stakeholders and external partners to deliver a robust and positively viewed Customer Service function, ensuring that customer concerns are resolved, and that best practice is shared.</p> <p>To independently manage a caseload, assessing, investigating and collating all the relevant information to inform decision making, in line with supervision and role requirements.</p>

	<p>To work directly with the Commissioner to manage politically-engaged stakeholder and sensitive public correspondence and enquiries.</p> <p>To manage more serious, sensitive or long-term cases and act as a point of referral for complex or escalated cases.</p> <p>To contribute to the development of OPFCC, NYP and NYFRS service quality standards by actively providing regular feedback, briefings and training on customer complaint and recognition matters, supporting both internal and external customers.</p> <p>To lead, manage, motivate and develop the Customer Service Advisors and Assistant.</p>
<p><b>Special Conditions</b></p>	<p>Security vetting procedures for the post – MV level clearance.</p> <p>The post occasionally involves work outside normal working hours or in different locations.</p> <p>Need to attend external meetings/conferences/workshops as required.</p> <p>To attend training, workshops and meetings to ensure continuous professional development within role.</p>
<p><b>Main Responsibilities</b></p>	<p><b>Customer Service</b></p> <p>To provide a high-quality, accessible customer service function for service level enquiries, dissatisfaction, complaints and recognition, dealing with all external and internal customer contact professionally, efficiently and confidentially with care and integrity, providing a polite, measured and effective initial response and ongoing customer liaison.</p> <p>To identify and assist vulnerable customers, and broker assistive options where needed, for instance, through referral to support services, home visits, hearing or visual impairment assistance technology, translation support etc.</p> <p><b>Correspondence, complaints and recognition</b></p> <p>To manage and be responsible for a large caseload in line with internal and legislative requirements, ensuring that a high-quality customer service standard is delivered, and maintained over the</p>

course of the case-life, across a range of possible outcomes for the customer, so that organisational interaction with the public is viewed positively and professionally, including:

- To triage customer contact accurately and appropriately in a timely manner to determine suitability for service recovery, to signpost for the appropriate service, or to escalate for formal investigation.
- To effect service recovery where appropriate by thoroughly investigating customer concerns in line with policy, procedure and legislation, logging all actions and decisions, monitoring progress and undertaking all identified actions, maintaining momentum and service standard over the course of the case-life, including regularly updating the customer.
- Where service recovery is not possible, to ensure complaints and recognition are correctly categorised, recorded and appropriately escalated for formal investigation, maintaining responsibility for regularly updating the customer as necessary.
- To assist in low level financial claims in accordance with legal procedures and policy.

To ensure all responses are clear, concise and accessible, transparently explaining investigative actions, findings and conclusions, answering all questions appropriately, and detailing any consequent actions or recommendations.

Exercise a high level of autonomy in reaching decisions on cases based on the evidence.

To work closely with the Commissioner to manage political, policy and sensitive public correspondence and enquiries, providing a fast and efficient service, liaising with Services, other agencies, voluntary sector and others to resolve matters.

To manage and act as a point of referral or escalation for more complex, serious or sensitive cases to effect service recovery, liaising closely with senior Officers and departmental heads to seek appropriate resolution, working in a professional, confidential, caring and sensitive manner.

To assist with public surgeries and other meetings as required to deal with political or sensitive cases and provide any immediate advice to the Commissioner as required.

Provide briefings to the Commissioner on cases as required.

#### **Organisational Learning**

	<p>To maintain transparent and professional working relationships with Service colleagues in different departments to deliver effective service recovery to the benefit of customers and the organisation, ensuring that organisational learning is identified, relayed and tracked.</p> <p>To contribute to caseload analysis and high-level trend reporting to monitor compliance with service standards.</p> <p>To identify and recommend appropriate actions, solutions and innovations, and implement action plans and attend working groups or performance meetings as required, to improve customer service and interactions between the public and their Services.</p> <p><b>Other</b></p> <p>Be responsible for attending and keeping up to date with training, legislative changes, and policy and procedure developments to maintain exemplary customer service.</p> <p>Develop knowledge in specialist areas.</p> <p>To manage all contact and records in accordance with General Data Protection Regulation (GDPR) and Government Protective Marking Scheme (GPMS).</p> <p>Work collegiately with team members, and other colleagues, as a mentor/ coach / trainer where needed.</p> <p><b><i>You will be working in a public office and expected to uphold the highest standards of personal integrity and conduct, abiding by the Nolan Principles of Standards in Public Life.</i></b></p> <p><i>All post profiles must include the following condition:-</i> This job description indicates the key responsibilities of the post and does not restrict the post holder from performing other duties commensurate with the grade of post.</p>
<p><b>Essential skills, experience and qualifications</b></p>	<p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>• Significant experience of working within a high demand front line customer service environment, managing caseloads and taking a risk-based approach.</li> <li>• Significant experience of managing political, complex and sensitive correspondence and cases.</li> <li>• A genuine interest, and experience of, helping and supporting vulnerable people.</li> <li>• Calm, professional and confident when dealing with challenging situations, maintaining a positive attitude and remaining impartial yet empathetic.</li> <li>• Excellent interpersonal, collaboration skills and be used to dealing with a wide-ranging stakeholder and customer base.</li> </ul>

	<ul style="list-style-type: none"> <li>• Excellent verbal and written communication skills with attention to detail</li> <li>• Working knowledge of Microsoft Office and good IT skills.</li> <li>• Highly organised, structured and able to work at pace under pressure to tight timescales whilst managing a substantial workload with competing priorities.</li> <li>• Good understanding of Data Protection, Equality Act, H&amp;S and FOI legislation.</li> <li>• Experience of delivering briefings and training to managers.</li> </ul> <p><b>Desirable:</b> (if not attained, training will be provided):</p> <ul style="list-style-type: none"> <li>• Knowledge of Police (Complaints and Misconduct) Regulations 2020.</li> <li>• Knowledge of Police Reform Act 2002.</li> <li>• Knowledge of Police and Criminal Evidence Act 1984 and Codes of Practice under this Act.</li> <li>• Knowledge of IOPC Statutory Guidance.</li> <li>• Knowledge of Relevant Police Procedures and Policies.</li> <li>• Knowledge of Disclosure Procedures (Criminal Procedures and Investigation Act 1996).</li> <li>• Knowledge of Exhibit Continuity.</li> <li>• Understanding of the impact of the Human Rights Act on the organisation and the role that you undertake.</li> <li>• Knowledge of the Police complaints process and how complaints are categorised.</li> </ul>
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**Job Title:**

**Date created:**

**Last updated:**

### **PPF Role Profile**

#### **NOS Standards**

SFJ HH1 Obtain details from complainants and agree how to progress cases of complaint

SFJ HH2 Progress and monitor cases of complaint

HF6 (ML F6) Monitor and solve customer service problems

SAS/A231 Use IT to support your own role

#### **Personal qualities (practitioner)**

- Serving the public
- Openness to change
- Service delivery
- Professionalism
- Decision making
- Working with others