Aberdeen City Council

Job Profile

Customer Care Officer – 24 Hour Emergency Response

About Aberdeen City Council

Our purpose is to ensure the People and Place of Aberdeen prosper and to protect the People and Place from harm.

The Local Outcome Improvement Plan 2016 – 2026 (LOIP) identifies how Aberdeen City Council, together with our Community Planning Partners, will tackle the key issues facing our city to ensure Aberdeen is a place where all people prosper. The LOIP sets out our shared promises to the people of Aberdeen:

- **Prosperous Economy** - Aberdeen has a flourishing, thriving and successful local economy.
- **Prosperous People** - People in Aberdeen are happy, healthy and enjoy positive life outcomes.
- **Prosperous Place** - People experience Aberdeen as the best place to invest, live and visit.
- **Enabling Technology** - Innovative, integrated and transformed public services.

To deliver our promises to the city of Aberdeen, our focus is on:

- Empowering staff to meet priority outcomes aligned to the determinates of good health
- Empowering the communities we serve to be self-sufficient
- Early intervention and prevention of harm to the people, place and economy of Aberdeen
- Connecting with citizens, customers and partners through our use of digital
- Using data and information to help us understand the demand on the Council and how we can better improve outcomes
- Being entrepreneurial - creative and innovative in how we do our business.

We count on our employees to be enthusiastic and proactive public servants, who are committed to our purpose and motivated to make a positive and lasting difference to the city and its people.

Aberdeen City Council is arranged into three functions, two of which are aligned to the wider determinates of good health and the final function focussed on good governance. Each function is divided into clusters, and within each cluster are service areas/teams. Teams from across the Council prioritise working together with local and regional partners to ensure a collective focus on improving outcomes for our citizens in keeping with the wider determinates of good health.

About the **Corporate Services** Function

This function is responsible for the management of the Aberdeen City Council Customer platform, consolidated customer functions and has the role of dealing with the first point of enquiry, assessment, managing demand and interfacing with operations where this is necessary. The function is focused on helping individuals and communities to help themselves, where appropriate, as part of the whole system overview of demand which the Council is facing.

The function is there to offer more of our service delivery via digital means; to enforce customer standards and, over time, to build deeper, broader services which link directly through to customers and communities.

About the **People & Citizen Services** Cluster

This cluster is responsible for managing all internal and external customer contact across all channels (face to face, telephony, mail, web, social media etc).

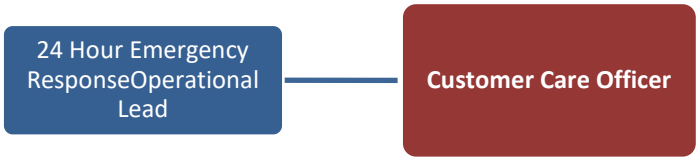
About the **Customer Service** Team / Service Area

The Customer Service Team is responsible for external customer contact and transactional activity across all channels. They provide statutory services vital to the people and place of Aberdeen City such as Registrars, Community Alarm, Customer Feedback and Access to Information and support other statutory services by delivering a frontline service on their behalf. The team also includes a customer service development function, with responsibility for transforming the way in which the Council delivers it's customer service.

About the Role

The purpose of this role is to ensure that all enquiries made to the 24 Hour-Emergency Response Team, are handled appropriately and effectively, with first class customer care. The post holder will demonstrate excellent communication skills, work to a high level of accuracy and have a strong customer service ethos. There is a requirement to work flexible hours in a shift pattern as the service operates 24 hours, 7 days per week.

Job Title	Customer Care Officer – 24 Hour Emergency Response
Pay Grade	G9
Job Family	Frontline Operational Services
Location	Marischal College



Key Outcomes and Task Examples

The post holder will deliver the following outcomes:	Examples of related tasks:
Provision of a comprehensive and effective 24-Hour Emergency Response service that responds to the needs of the customer and the organisation	• Answer incoming contact (calls, web, emails etc.) handling all enquiries appropriately, recognising vulnerability and taking any necessary steps to ensure the well-being of the customer. • Give appropriate advice in accordance with organisational standards, procedures and legislative requirements. • Provide effective support to a diverse customer base using a calm and sensitive approach. • Identify emergency situations and take appropriate actions. • Seek and provide first time resolution for all calls whenever possible. • Engage with customers in a friendly and professional manner to deliver the highest standards of customer care. • Accurately record data on a variety of IT systems and prioritise requests according to set processes. • Identify opportunities to improve the customer experience, including cross servicing options where customers would benefit from other council services. • Proactively raise any issues and collaborate across the team to devise improvements and refinements to the service • Align with corporate objectives, standards and behaviours.

Role Requirements	
This section includes what the post holder needs to carry out the role or, for recruitment purposes, enables applicants to decide whether they meet these requirements.	
Minimum Qualification(s) / Certificates / Memberships etc. required	• Not applicable.
As a minimum, demonstrate skills and experience in	• Working under pressure in a busy environment whilst delivering a high standard of customer service. • Working in a relevant customer facing role. • Consistently meeting service targets • Using IT systems and standard ICT packages, such as the Microsoft Office suite of software. • Handling difficult / emergency situations.
Demonstrate commitment to	• Delivering excellent customer service through genuine passion and desire. • The principles of the Target Operating Model • The priorities and aims of Aberdeen City Council

Our Guiding Principles	
We are all responsible for the culture we work in, and our Guiding Principles help guide what we expect from each other:	
Purpose	We care about our purpose, our people and our city
Pride	We take pride in what we do and work to make things better
Team	One team, one council, one city
Trust	We trust each other and take responsibility
Value	We value each other and recognise a job well done

Other Requirements	
	• There is a requirement to work flexible hours in a shift pattern as the service operates 24 hours, 7 days per week. • Work at alternative locations as required.

Job Profile Version Date		Job Evaluation Number	8011

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