

Role Profile

Date	1 June 2007
Family	Community Advice & Services
Role Profile Level	3A

PURPOSE

To provide a service or limited range of services including customer reception services.

ROLE ACCOUNTABILITY	END RESULT
Operations	
Provide a direct and responsive service to enable users to access services, utilise resources, facilities and/or information. Carry out a range of routine support services to defined deadlines.	- Quality, accuracy, security, etc standards achieved - Satisfied service users
User Support	
Assist the user to make use of the facility and assure their awareness of safe and proper use.	- User shown location, layout - Safety checks complete - User able to use facility properly
Receive and resolve face to face and telephone customer queries and complaints, referring serious issues as necessary.	- Satisfied customers & general public - Incidents reported as required by procedures
Risk management	
Monitor activities and report any problems concerning work or tools/equipment and incidents encountered.	- Potential problems identified - Relevant authority notified - Procedures complied with
Information Processing	
Gather, record and process information, using manual and/or electronic systems, checking for accuracy and validity, flagging up potential errors/anomalies.	- Accurate and complete records and information for effective processing - Services are delivered to users in a timely and effective manner.
Conduct interrogations of systems/databases to answer queries and process complicated information and data.	Accurate and meaningful information to customers.
Reports	
Maintain relevant records and submit reports and associated administration – photocopying etc.	Record of work done / time spent / cash taken
Resources	
Receive, keep secure, reconcile and handle cash, issuing receipts as required. Receive and receipt deliveries.	- Revenues - Correct cash received and handed over as procedure - Receipts issued

WORKING CONTEXT
Nature of contacts and relationship (who and the nature of the communications)
General public & users – ensuring appropriate use of facility, providing reception service, responding to queries, gathering and recording information, directing service users to location and responding to more complex requests.
Working Environment Context (physical, disagreeable, health and safety aspects)
Mainly inside, but some roles may involve working outside in all weathers. May involve working on reception using IT and telephone equipment and some manual handling. May also involve lone working and dealing with anti-social behaviour.
Creativity; discretion; impact: concentration
Procedural framework with established work programmes and standards; limited discretion & initiative within guidelines in work situations & dealing with queries as first point of contact, processing and providing information to support customer service.
Planning requirement
Prioritising daily tasks and track queries enquiries against response standards
Key facts and figure ranges (include likely size of any team managed)
Some cash handling and may be key holder.
Knowledge and qualifications (Education, vocational training and relevant work experience/knowledge and skills typically required. Where formal/vocational qualifications are specified, an equivalent level of general education and/or experience may be appropriate for some jobs.)
Good basic level of general education, including basic levels of literacy and numeracy. Working knowledge of who Council colleagues are and what they do. Knowledge of service provided in own area. Understanding of relevant processes and systems. Understanding of how to deal with customers to required standards of service.
Equipment operated and essential skills
Relevant COSHH, H&S How to use work specific materials & equipment Cash Registers CCTV, Alarm Systems