

**SUPPORTING INFORMATION FOR THE POST OF**

**Green Waste Collection Service Advisor**

**Temporary positions**

**Full Time Posts 18.2.2019 – 29.3.2019**

**Part Time Posts (18 hours) 18.2.2019 – 29.3.2019**

January 2019

Dear Applicant

**Vacant Post: Green Waste Collection Service Advisor**

Thank you for your interest in the above post. I hope the enclosed information will encourage you to apply for this position. You would be joining us at a very exciting time with the Council leading on a number of service delivery initiatives.

I enclose an application pack, which includes: job description, person specification and main terms and conditions.

Please ensure that you complete all sections of the application form fully. CVs are not accepted. When filling in your application form, please study the person specification carefully. If you do not demonstrate on the form that you fulfil the essential criteria for the position, you are unlikely to be successful in your application.

**Closing date for applications is 4 February 2019**

**Interviews will be held on 7 February 2019**

Yours faithfully

Kim Bollons  
**HR Assistant**

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## **Customer Service Centre**

### **Green Waste Collection Service Advisor**

**£8.75 per hour (including supplement of £18 per annum to bring it into line with living wage of £16,881 per annum pro rata)  
(Various temporary contracts)**

Our Customer Contact Centre in Sleaford currently handles approximately 15,000 telephone calls per month. We also receive approximately 180 customers in person each day at our main office at Sleaford and our INFO-LINKS office at North Hykeham.

We are committed to a customer focused workforce. You will have the right attitude and a passion for customer services. We can then develop your knowledge and skills to deliver a great customer experience. You will already have experience of working in a customer facing role. You will need to have the ability to use modern technology accurately and be able to work to processes.

**Closing date for applications is 4 February 2019**

**Interviews will be held on 7 February 2019**

**The process will include both a formal and informal interview and role play. There will also be a requirement to undertake an IT test.**

## **JOB DESCRIPTION**

1. **DIRECTORATE:** Deputy Chief Executive
2. **DIVISION:** Corporate and Customer Services
3. **POST TITLE:** Green Waste Collection Service Advisor
4. **POST NO:** PS All
5. **POST GRADE:** 4
6. **ALLOWANCES:** No
7. **JOB PURPOSE:** To deliver a comprehensive and in-depth enquiry service through a range of communication methods for the Council's customers, attaining the best possible standards of customer care and service delivery
8. **PRINCIPAL RESPONSIBILITIES:**
  1. At all times, act as a champion for the Council assisting communications and/or liaison with customers and staff in the service divisions.
  2. Assist customers visiting and contacting the Council via any means to the highest standards of customer care in line with Council guidance.
  3. Provide a comprehensive information service to the public, advising on garden waste collection service.
  4. Determine and understand customer needs effectively. Deal with all enquiries promptly and pro-actively, to ensure that customer enquiries are resolved at first point of contact.
  5. Use sound judgement and take decisions within established procedures to maintain quality standards and maximise customer satisfaction.
  6. Work flexibly within the rota to provide cover for all communication channels as daily customer demand requires.
  7. Use comprehensive IT systems to manage enquiries, provide information and access administrative services in other departments.
  8. To receive and process payments made to the council and ensure all reconciliation procedures are followed.
  9. Undertake any follow up administrative work or system input tasks arising from individual

case load.

10. The Council is committed to safeguarding and promoting the welfare of children, young people and adults at risk and expect all their entire staff to share this commitment. All staff working for the Council who come into contact with children, young people and adults at risk are expected to comply with all requirements detailed within the Safeguarding Policy.
11. To undertake such other duties as may arise from time to time within the general scope and commensurate with the grade of the post. Duties outside the scope of the post may be undertaken with the consent of the post holder

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|-----|--|--|
| 9.  | <b><u>RESPONSIBLE TO:</u></b>                  | Customer Service Supervisor  |
| 10. | <b><u>RESPONSIBLE FOR:</u></b>                 | No staff   |
| 11. | <b><u>POLITICALLY<br/>RESTRICTED POST:</u></b> | No   |
| 12. | <b><u>H &amp; S ISSUES</u></b>                 | Compliance with all current legislation, Council Policy and procedures including but not limited to duties defined in the Health and Safety at Work etc Act 1974, the Councils Health and Safety Policy and other specific Council policies as appropriate to your role. |

## PERSON SPECIFICATION

**Post title:** Green Waste Collection Service Advisor

**Post No:** PS All

**Division:** Corporate and Customer Services

**Grade:** 4

**Date:** February 2013

E = ESSENTIAL, D = DESIRABLE (Weighting 1 to 3, 3 being highest) for applicants to meet relevant standard

## SELECTION CRITERIA

CRITERIA	STANDARD	E/D & W	MEASURED BY
<b>A. Work experience</b>	<ol style="list-style-type: none"> <li>Experience of delivering frontline customer services through a variety of channels including face to face, telephone and electronic communication.</li> <li>Experience of working in a procedure driven environment</li> <li>Experience in using PC's to input and extract information, ideally using Windows IT systems.</li> <li>Experience in handling complaints from customers.</li> <li>Experience of working within a team environment.</li> </ol>	<p>E</p> <p>E</p> <p>E</p> <p>D3</p> <p>D3</p>	Application Form
<b>B. Knowledge</b>			
<b>C. General skills</b>	<ol style="list-style-type: none"> <li>Clear thinking, calm approach, able to deal with difficult situations.</li> <li>Clear spoken, concise and articulate.</li> <li>Ability to learn basic procedures in services provided.</li> <li>Attention to accuracy and detail</li> <li>Ability to deal with conflicting and continually changing demands and workloads.</li> <li>Be able to communicate effectively with a wide range of people</li> </ol>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D1</p> <p>D3</p>	Application Form/ Interview/ Test
<b>D. Specific skills</b>	<ol style="list-style-type: none"> <li>Computer literate with effective I.T skills and keyboard skills</li> </ol>	<p>E</p> <p>E</p>	Application Form / Interview / Test

	2. Ability to build rapport, show empathy and use active listening skills		
<b>E. Qualifications</b>	1. Qualified to a good general standard of education (GCSE grade C or above in Maths and English or equivalent)	D3	Application Form/Interview
<b>F. Team work</b>	1. Effective Team Worker	D2	Interview/ Test
<b>G. Attitude</b>	1. Must be able to work on own initiative, possess a methodical approach to work and have the ability to follow through a variety of tasks to satisfactory completion. 2. Tactful, diplomatic with a confident, friendly personality and a customer focused attitude	D3  E	Interview/Test
<b>H. Equal Opportunities</b>	1. To have a general awareness of equal opportunities issues and how they would impact on the role	E	Interview
<b>I. Special circumstances</b>	1. Must be willing to travel to multiple locations of work across the district 2. Flexible in terms of working hours and Duties	E  E	Interview
<b>J. Other</b>	1. Awareness of basic H & S issues	E	Application Form/Interview



## **MAIN TERMS AND CONDITIONS OF APPOINTMENT**

A copy of the job description is attached.

### **SALARY**

Salary is £8.75 per hour (including supplement of £18 per annum to bring it into line with living wage of £16,881 per annum pro rata)

### **OFFICE HOURS**

37 or 18 hours per week on a rota basis, subject to change.

### **CAR ALLOWANCE**

A casual car allowance is payable for journeys to locations outside of designated work locations.

### **HOLIDAYS**

The annual holiday entitlement is 24 days (29 days after 5 years service in local government) plus a further 8 Bank and Public holidays.

### **SICKNESS**

Subject to certain qualifying criteria, you will receive your normal pay when you are off sick.

### **Health Scheme**

Subject to certain qualifying criteria, you will receive membership of a Cash Plan Health Scheme

### **Pension**

This is a Local Government Pension Scheme

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## **CUSTOMER SERVICES IN NORTH KESTEVEN DISTRICT COUNCIL**

### **Background Information**

The Council provides a wide range of services within an area that covers 356 square miles. A number of initiatives have been identified to support our public in accessing our services easily including:

- The development of a network of Community Access Points throughout the district that will provide access to Council information and services within a 5 mile radius of residents' homes.
- Establishing a single point of contact for telephone and personal callers at the Council Offices. This involves a dedicated team of staff dealing with a broad range of enquiries at the first point of contact.
- The development of an interactive Council Website that allows customers to undertake electronic transactions with the Council.
- Joining up services with other public and voluntary organisations to provide a single point of contact for the customer.

### **Customer Services Centre**

All our Customer Services Advisors have been trained on the our CRM system (Customer Relationship Management) and are now being trained across all service areas to undertake all customer focussed duties either by telephone or face to face.

### **Community Access Points**

In providing access to services within a five mile radius of peoples homes the Council has established an INFO-LINK office at North Hykeham and Local Access Points at Bassingham, Billingham, Heckington, Metherringham, Navenby, Skellingthorpe, Waddington and Washingborough.

You will be joining a focussed team dedicated to improving customer services. Access to services is a priority area for development in the Council's plans. To work towards achieving our ambitions the successful candidate will have an important role to play in implementing our project plan for customer services, supporting our community access points and developing the customer focus throughout the Council.