

## Customer Service Adviser

### Job Description

<b>Grade</b>	Scale 4 / 5
<b>Department</b>	OPFCC
<b>Line Manager</b>	Senior Customer Service Advisor
<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>Using technical expertise and knowledge, provide customer service for 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 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 manage a high level of complaints and casework ensuing that law and process is considered when making decisions.</p> <p>To take responsibility and ownership of all decisions made, this can include those which may be escalated to legal process.</p> <p>The management of complex, complaints, and casework, working with multiple stakeholders to ensure an outcome is achieved in all cases.</p>
<b>Special Conditions</b>	<p>Security vetting procedures for the post – (MV)</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>Politically restricted.</p>
<b>Main Responsibilities</b>	<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 across North Yorkshire Police, North Yorkshire Fire &amp; Rescue Services and the Office of the Police Fire and Crime Commissioner</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 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:</p> <ul style="list-style-type: none"> <li>• To initially triage customer contact accurately and appropriately in a timely manner to determine suitability for and then effect service recovery, to signpost for the appropriate service, or to escalate for formal investigation.</li> <li>• 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.</li> <li>• 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.</li> <li>• To assist in low level financial claims in accordance with legal procedures and policy.</li> <li>• To manage a high volume of complaints and casework, prioritising workload effectively ensuring that law and process is followed.</li> <li>• To take responsibility and ownership of all decisions made.</li> <li>• Complex complaints and casework will be managed, in consultation with relevant stakeholders ensuring cases are completed in a timely manner.</li> </ul> <p>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.</p> <p>Exercise a high level of autonomy in reaching decisions on cases based on the evidence.</p> <p>Provide briefings to managers on cases as required.</p> <p>Ensure the function is delivered in line with specific targets customer service levels and legislation, developing process improvements, enhancements, and end to end processes and procedures.</p>
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	<p><b>Organisational Learning</b></p> <p>To engage with key internal stakeholders for the successful implementation of change, ensuring front line service improvement, contributing to improved business performance and process.</p> <p>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 by investigating, collating, presenting, reporting on, and maintaining management information to monitor compliance with industry service standards.</p> <p>To identify and recommend appropriate actions, solutions, and innovations, and implement action plans and attend working groups or performance meetings to provide management information 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>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>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>
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**Essential skills, experience and qualifications**

**Essential:**

- Demonstrable technical and supervisory experience of complaints handling and resolution, in order to provide a high level of service.
- Significant experience of working within a high demand front line customer service environment, managing caseloads, and taking a risk-based approach.
- Highly developed networking, communicating, and influencing skills, with the ability to successfully negotiate positive outcomes.
- Have a high level of attention to detail and the ability to gather and interpret key information, with the capability of managing customer expectations and outcomes.
- Proven ability to accurately record and report upon events in a clear and concise manner in both oral and written format.
- Experience of problem solving and risk management / grading.
- Experience of handling challenging and emotional situations.
- A genuine interest, and experience of, helping and supporting vulnerable people.
- Being calm, assertive, professional, and confident when dealing with customers, maintaining a positive attitude, and remaining impartial yet empathetic.
- Excellent interpersonal, collaboration skills and be used to dealing with a wide-ranging stakeholder and customer base.
- Excellent verbal and written communication skills with attention to detail
- Working knowledge of Microsoft Office and good general IT skills.
- Highly organised, structured, and able to work at pace under pressure to tight timescales whilst managing a substantial workload with competing priorities.
- Ability to make effective decisions using strong professional knowledge and influence outcomes, with a clear rational for those decisions.
- Ability to work part of a team and independently
- Maintain high standards of confidentiality and integrity at all times.

**Desirable:** (if not attained, training will be provided):

- Knowledge of distant roles and the organisational structure of police forces, fire services and police fire and crime commissioner
- Experience of using systems (Police systems include Centurion and NICHE) to effectively contribute to the collection and dissemination of information and being receptive to new technology and investigative techniques.

	<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> <li>• Good understanding of Data Protection, Equality Act and FOI legislation.</li> <li>• Experience of delivering briefings and training to managers.</li> </ul>
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Role title	Customer Service Advisor
Date Created	July 2022
Date Graded	April 2024
Last updated	April 2024
PPR role profile	NYP Level 1 Police Staff RP
Career Progression Plan	TBC