



## SECTION 1 : JOB DESCRIPTION

<b>JOB TITLE :</b>	Customer Experience Case Handler		
<b>SERVICE AREA :</b>	Helpdesk & Registrations Team		
<b>DIVISION :</b>	Building Consultancy		
<b>GRADE :</b>	GR3	<b>NO OF POSTS :</b>	2
<b>ID REF :</b>		<b>DATE :</b>	September 2021

### 1. PURPOSE OF JOB :

1. Provision of administrative services, telephone support, including data input as a member of the Customer Experience Team.
2. To undertake and maintain procedures for the effective registration and validation of LABC Building Regulation applications, process payment, book inspections and support application to completion.
3. Approved Inspector function. Registration and validation, finance information and transactions, consultations, notices, and correspondence.
4. Provision of a customer focussed telephone/email support service to LABC Building Consultancy and Approved Inspector service.
5. To be an active member of the team undertaking flexibility of roles depending upon workload and priorities.
6. To assist Building Consultancy Management team with growth and marketing initiatives

### 2. KEY RESPONSIBILITIES :

Duties and responsibilities may include any of those detailed below and may be varied according to the needs of the designated service area(s). They may also include other duties that are commensurate with the grade and nature of the post. There is an expectation that the post holder will develop in line with key 'strengths' to ensure flexible and integrated working across the organisation.

1. To provide high quality customer experience to customers/clients, ensuring that their needs are met within the parameters of any contract key performance indicators and audit requirements (AI and LABC functions)
2. To carry out business and administrative functions and ensure all transactions are conducted within the provisions of standing orders, financial regulations and Acivico policies and procedures including statutory notification reports for LABC function
3. Maintenance of statutory LABC registers.



4. To support staff within the business to help facilitate new systems and processes.
5. To operate and maintain financial, administrative systems and processes in a consistent and responsive manner to ensure customer excellence is achieved. (AI and LABC functions)
6. To ensure that confidentiality is maintained in order to comply with the relevant Acivico policies and procedures aligned to Data Protection and Data Security.
7. To work flexibly and as part of a team to ensure cover of all aspects of the customer experience centre and to provide continuity of service.
8. To support Building Consultancy Management team in the delivery of growth plans aligned to the business plans.
9. To ensure compliance with all statutory requirements, e.g., Health & Safety, etc., and the implementation of a positive Health & Safety culture that has ownership at all levels.
10. Observance of Acivico's Equal Opportunities policy.
11. Any other duties as commensurate with the post.

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**3. SUPERVISION REQUIRED :**

**Supervising Officer :** Customer Experience Team Leader

**\*Level of Supervision :** 3

**4. SUPERVISION GIVEN :** (excluding those who are indirectly supervised, i.e., through others)

<b>Post Title :</b>	<b>Grade :</b>	<b>No of Posts :</b>	<b>*Level of Supervision</b>
None			

\*Level of Supervision :

1. Regularly supervised with work checked by supervisor
2. Left to work within established guidelines subject to scrutiny by supervisor
3. Plan own work to ensure the meeting of defined objectives

**5. SPECIAL CONDITIONS :** None

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## SECTION 2 : PERSON SPECIFICATION

**Method of Assessment :** AF = Application Form; I= Interview; T = Test/Exercise; P = Presentation

	<b>Essential</b>	<b>MoA</b>
	<p><b>Experience :</b></p> <ol style="list-style-type: none"> <li>1. Experience of working in an administrative team environment. This may include resolving queries arising from taking telephone calls and dealing with letters and reports, maintaining confidential paperwork and general office duties, or experience of working in a financial team environment. This may include resolving queries from purchase orders, invoices or financial information.</li> <li>2. Experience of managing a number of conflicting priorities effectively to achieve business objectives.</li> <li>3. Knowledge of relevant legislation/policies and their implications for Acivico, e.g., FOI, Data Protection Act and Health &amp; Safety.</li> </ol>	<p>AF/I/T</p> <p>AF/I</p> <p>AF/I</p>
	<p><b>Skills and Abilities :</b></p> <ol style="list-style-type: none"> <li>1. Ability to communicate effectively at all levels within an organisation both orally and in writing.</li> <li>2. Attention to detail with an ability to analyse data, process work and maintain accurate records of work.</li> <li>3. Ability to work on own initiative with a proactive approach to all tasks including an ability to plan ahead to ensure business objectives are met and investigate solutions to issues when they arise and own to resolution</li> <li>4. Competent in the use of relevant systems to the role, e.g., Microsoft packages including but not limited to Excel, Word and Outlook</li> <li>5. An ability to work flexibly as part of a team, providing cover when needed.</li> </ol>	<p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p>

	<b>Training :</b>	
1.	Willingness to undertake ongoing continuous professional development (CPD)	AF/I
	<b>Education/Qualifications :</b>	
1.	To possess or be willing to work towards a relevant customer service qualification such as ICS Communications	AF/I

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### SECTION 3 : STRENGTHS

In addition to the above requirements you will be asked to demonstrate strengths in support of Acivico's values. Strengths can be defined by the following characteristics :

- You do it well - Performance
- You feel good doing it - Energy
- You do it a lot - Use

Strengths vary between job roles and different levels but an overview of them, as required by Acivico, are described below.

<b>Strength</b>	<b>Category Definition</b>	<b>MoA</b>
Customer Service	People who demonstrate this strength act in the best interest of the customer, going the extra mile to provide best customer service.	AF/I
Credibility	People who demonstrate this strength instil confidence and trust in others through the quality of their knowledge and skills.	AF/I
Integrator	People who demonstrate this strength keep up to date with knowledge about the business to improve effectiveness of those around them.	AF/I
Collaborator	People who demonstrate this strength thrive in achieving the best results for the customer through effective teamwork.	AF/I
Adaptor	People who demonstrate this strength are good at juggling different resources according to current and changing needs and look for better ways of doing things.	AF/I
Resolver	People who demonstrate this strength relish solving complex problems with creative solutions and ensure issues are fully resolved and that the customer is happy.	AF/I
Improver	People who demonstrate this strength focus on how outcomes, products and processes can be improved and more efficient.	AF/I
Implementer	People who demonstrate this strength are pragmatic, focussing on solutions that are cost effective and efficient. They always have the customer in mind.	AF/I
Personal Responsibility	People who demonstrate this strength take ownership of their decisions and hold themselves personally accountable for what they have promised to deliver.	AF/I



Visionary	People who demonstrate this strength have a clear view of the future and what they have committed to achieve.	AF/I
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