

JOB DESCRIPTION

JOB TITLE:	CUSTOMER SERVICES ADMINISTRATIVE OFFICER
RESPONSIBLE TO:	Customer Services Co-Ordinator
DEPARTMENT/ SECTION:	Customers and Communities
DIRECT REPORTS:	N/A
SALARY (£):	G5

VISION AND VALUES

This post will help Cartrefi Cymunedol Gwynedd achieve its vision:

To be a leading provider of quality housing – meeting the needs of customers, valuing communities by keeping to our values:

- Fair
- Accountable
- Open
- Innovative
- Approachable

PURPOSE OF THE ROLE

To provide a high level of administrative support for the Customers and Communities Directorate, supporting the successful delivery of services to customers.

- To promote effective customer service within CCG by working towards maintaining customer services in accordance to CCG values.
- To provide receptionist service at designated CCG offices. This includes meeting and greeting visitors to the building.
- To provide effective administrative support within the directorate, including specific support within the main team you'll be deployed within.
- To deputise for other Customer Service Assistants as and when required.

KEY AREAS OF RESPONSIBILITY

General

- Contribute to the 'one team' approach throughout CCG, providing assistance to colleagues throughout the organisation as required.
- Adhere to CCG policies and procedures, and contribute to delivering service plans and objectives as required.

Service Delivery

- To ensure the excellent provision of services to tenants and other service users, delivering aspirational customer satisfaction.
- Ensure that performance targets are met relating to the allocated area of work.
- To ensure effective communication and working relationships with colleagues across CCG services, and external agencies/ organisations.

Business Development

- To contribute to the delivery of change initiatives within the allocated service area.
- Support the undertaking of effective consultation with tenants and other relevant stakeholders.
- To communicate effectively with customers, staff and other stakeholders.

Performance and Quality

- To support the successful delivery of targets, key performance indicators and service standards relating to the allocated service.
- Adhere to Health, Safety, Quality and Environment policies and practices.
- To collate accurate statistical and appropriate information as required and within set timescales, collating data collection across the service.

Financial Control

- Raise orders and code to appropriate budget

Other

- To make effective use of Information Technology within the service.
- To adhere to CCG policies and procedures at all times.
- To carry out other duties appropriate to this post as necessary or as requested.

No job description can be entirely comprehensive and the jobholder will be expected to adapt and carry out such other duties as may be required from time to time, on the understanding that they will be within the individual's remit and capability, and consistent with the status and responsibilities of the role within the organisation.

I confirm that I have read, understood and accept the duties detailed in this job description.

Signed:			
Print Name:		Date:	

PERSON SPECIFICATION

Criteria	Essential	Desirable	Method of Assessment
Education & Qualification	Good standard of education (equivalent to 3 GCSEs Grade C or above)	NVQ level 2 or above in Administration or similar qualification or office based experience	Application Form and Certificates
Relevant Experience	Experience of using IT systems such as Microsoft Office	Experience of general administration duties.	Application Form and Interview
Job related Knowledge	Able to take accurate minutes of meetings in both Welsh and English	Knowledge of good practice in administrative duties Knowledge of analysing and presenting data	Application Form and Interview
Job related Skills	Good written and verbal communication skills Ability to communicate effectively with customers and colleagues. Good organisational, administration and IT skills. Self-motivated, positive, able to work under pressure and confident in decision making	Excellent interpersonal skills.	Application Form and Interview
Other	Willingness to work outside of normal office hours when required. Committed to continuous improvement.	Knowledge of Health, Safety, Quality and Environment Standards and regulations.	Application Form and Interview
Language	Fluent in spoken and written Welsh language		Application Form and Interview