



PAY & GRADING - JOB SPECIFICATION TEMPLATE

This Job Specification sheet covers specific areas of activities that are not included in the Generic Role Profile. It will include responsibilities, knowledge, skills, delivery and working arrangements relevant to this role. Please ensure that this is read and in conjunction with the given family role for the post.

Profile Owner:

POLICE STAFF

ROLE SPECIFIC INFORMATION	
Job Title:	Safer Roads for West Midlands Customer Service Assistant
Generic Role Profile:	Business Support
Salary Band:	Band B / Grade 3
Operational / Non Operational Role	Non-Operational
Vetting Level:	RV CTC
Reporting to:	Safer Roads for West Midlands Customer Service Supervisor
Specific Role Purpose:	Delivery Excellence – the provision of high quality, effective and efficient services. 1. To assist the Safer Roads for West Midlands team in the provision of first-class customer focused support to the public booking NDORS (National Driver Offender Retraining Scheme) courses. 2. To be knowledgeable across all areas within the remit of the role and the service delivery area. 3. Ensuring the customer experience is at the centre of the service delivered and that all services are delivered right first time, on time and in the simplest way.
Key Responsibilities:	Delivery Excellence – the provision of high quality, effective and efficient services. 1. To assist the Safer Roads for West Midlands team in the provision of first-class customer focused support to the public booking NDORS (National Driver Offender Retraining Scheme) courses. 2. Work as part of a collaborative goal orientated team focused on achieving a positive customer experience for the public. 3. Supporting the public to book NDORS courses, monitoring course compliance and rescheduling bookings directly with the clients to ensure best use of resources. You will be the first point of contact. 4. Log and escalate complaints to the Safer Roads for West Midlands Supervisors to improve customer service. 5. Respond efficiently and effectively to clients via telephone or email. Ensuring all services are delivered right first time, on time and in the

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	simplest way in line with agreed processes. - Ensuring the customer experience is at the centre of the services delivered. - Make recommendations for how the customer service experience could be improved for the client in terms of quality and experience. - Actively participate in team meetings and make a valued contribution. - Operate a variety of software systems and equipment efficiently.
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SPECIFIC COMPETENCIES REQUIRED FOR EFFECTIVE PERFORMANCE	
Knowledge & Experience	
<i>This section should detail the requirement of previous experiences and knowledge gained from academic qualifications if appropriate. e.g. significant experience of administrative duties, degree level educated.</i>	
Essential:	- Experience of working in an office environment providing excellent customer service and effectively dealing with customers both over the phone and in writing. - Good knowledge of what excellent customer service looks and feels like. - Experience of following set processes, procedures and policies effectively. - Experience of prioritising tasks and meeting deadlines - Experience of working in a team environment. - Experience of working within strict guidelines concerning confidentiality of information and have an understanding of the requirements of GDPR policies.
Desirable:	Experience of working in a progressive fast paced customer service environment using modern ways of working and communicating with customers both over the telephone and in writing.
Skills	
<i>This section should detail the competency requirement which could be developed through non formal training. e.g. effective time management, influencing and negotiating, effective communication including written and verbal.</i>	
<i>Refer to skills database for core operational skills</i>	
Essential:	- Clear communicator with good communication skills both verbal and written. Ability to develop good working relationships with people. - Able to deal with conflict, sensitive matters and resolve customer issues both over the phone and in writing. Escalating any complaints to the team Supervisors to be dealt with. - Goal orientated, achieving outcomes for customers – is customer and outcome focused. - Energetic, passionate and enthusiastic. - Inquisitive, flexible and adaptable. Able to learn new processes and systems quickly and effectively. - Can do attitude and hard working.

	7. Able to think on your feet, bring a creative mind to situations. 8. Possess a high degree of accuracy and attention to detail. 9. Organised and able to prioritise tasks effectively. 10. Able to work as part of a team and deliver results in a pressured environment. 11. IT literate - experience in the operation of Windows based operating systems, Microsoft products such as Word, Excel and Outlook and computer systems to productive a variety of documents e.g. letters and reports.
Desirable:	

Hours of Work and Flexibility:	Monday – Friday 08:00-16:00. You will be required to work 10:00-18:00 on some days by arrangement so some flexibility is required.
Agile Work Style: (if applicable)	

Restriction Level:	For staff roles relating to restriction levels only, e.g. DEO None
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