



MONMOUTHSHIRE COUNTY COUNCIL EMPLOYEE SERVICES

ROLE PROFILE

ROLE:	Senior Information Officer (Community Hubs) – Job Share
POST NO:	ENTCDHCA01
GRADE:	Band F SCP 25 - 29 (£22,212 - £25,440 Pro Rata Per Annum)
LOCATION:	Caldicot Community Hub (In the event of a change in base no relocation or disturbance expenses will be paid).
HOURS:	2 days per week (14:48 hours)
RESPONSIBLE TO:	Community Hub Manager

Community HubsWhat are they?

Their Purpose:-

To provide a local venue which is the single point for accessing information and Council Services. They provide a secure and safe environment for community members to meet, share or gather knowledge, develop new skills or seek support in times of need. They are intended to be places of energy generating community activity.

The Purpose of this Role:-

To be part of the delivery team responsible for local services within a hub environment. This role will play a key role in supporting the Hub Manager in developing, leading and organising a team, but will also be responsible for providing a quality service to enable customers to make full use of all the available facilities within the hub. To interact with customers throughout their visit as necessary.

Expectation and Outcomes of this Role:-

The successful post holder will be expected to demonstrate excellent communication skills and a commitment to customer service that reflects well upon the reputation of the authority. The post holder will thrive on challenge and be self-motivated to continually review and improve the quality of the service to the community.

The post holder will be expected to work effectively as part of the team, deputise for and support the Hub Manager and welcome all hub customers, identify their needs and actively seek to fulfil their requirements to provide a quality service and enable customers to make full use of the facilities available.

You will be expected to uphold and demonstrate Monmouthshire County Councils values, promote social inclusion, lifelong learning and literacy.

You will be required to work evenings and weekends as necessary.

Your responsibilities are to:-

- Support the Hub Manager in developing, leading and organising a team to provide MCC residents with a quality service.
- Deputise for the Hub Manager when they are not on site. Including the organising and allocation of tasks to ensure the service is run effectively and efficiently
- Support the Hub Manager by keeping up to date with service developments to ensure the Hub team has appropriate training and guidance so that they can often be the one and only portal for customer queries. This will require an appreciation of other services and be empathetic to service needs and demands.
- Support the manager on the collation and analysis of performance information to identify opportunities for continual improvement.
- To support the Hub Manager in creating and maintaining a mutually supportive team culture amongst colleagues coupled with effective priority setting and performance management at an individual and team level.
- Assist the Hub Manager with recruitment & selection for vacant posts within the Hub team.
- To ensure effective delivery of services to the local community on a day to day basis.
- To work with the team to problem solve, promote mutual understanding and generally promote co-operation and support amongst staff thereby ensuring a responsive and quality service to users.
- Work with the Hub Manager to develop innovative and new ideas and solutions in relation to service delivery whether within the context of corporate policies and strategies or those relating specifically to the Hub Team.
- Support the manager on the collation and analysis of performance information to identify opportunities for continual improvement.
- Support the manager on budget monitoring and approve orders etc.
- Work with MCC and external service delivery teams to develop services provided by the Hub Team and resolve problems as they occur.
- To follow up enquiries on behalf of customers when enquiries remain unresolved
- Have knowledge of and the skills to work across various software platforms

- Provide advice on housing and Council tax benefit, deciding when cases should be prioritised
- To provide assistance, support and instruction to customers using self-service or ICT equipment and software.
- To act as the first point of contact for face to face customers, dealing effectively with requests, answering queries, taking responsibility for processing each enquiry through to a satisfactory conclusion.
- To demonstrate an understanding of complex processes, specialised skills and technical knowledge by fully utilising software systems (CRM Customer Relationship management and LMS Library Management System) and record all enquiries in a prompt and comprehensive manner.
- To liaise with other members of staff where complex issues require their assistance including arranging appointments for customers where necessary.
- Maintain accurate, up to date and appropriate records. Provide clerical and administrative duties as required, including banking.
- Delivery of an effective and appropriate service to all service users, fairly and without discrimination, maintaining relationships and support with other departments.
- To take payments in accordance with the Councils' rules and regulations.
- To handle a range of different situations and react accordingly with tact diplomacy and empathy to diffuse potentially tense confrontations in a positive and calm manner.
- Take customer feedback into account when making decisions to ensure that the service provides the most appropriate service to meet all customer needs, including those of hard to reach or disadvantaged customers.
- To lead or assist with promotional activities (both inside and outside the hub) marketing and display work, and to contribute to the achievement of agreed targets for income generation.
- To be responsible for self-development and to participate in training and development.
- To contribute to the local delivery of the Council's values, Corporate Plans and the Service Plan
- Ability to undertake the physical aspects of the job, including shelving and counter work.
- Ability to work flexible hours, including evenings and Saturdays.
- The post holder may be required to work within other hub venues as required by the service and Hub Manager.

- Implement and monitor Health and Safety policy and practice to make sure staff and customers enjoy a safe environment.

Here's what we can provide you with:

The opportunity to play a major role in establishing a centralised customer contact team and thereafter to head up its team and its performance.

Flexible working arrangements under the authority's agile working ethos and flexitime system – always acknowledging that the

What else you need to know.....Monmouthshire Values are:

Openness: We aspire to be open and honest to develop trusting relationships.

Fairness: We aspire to provide fair choice, opportunities and experiences and become an organisation built on mutual respect.

Flexibility: We aspire to be flexible in our thinking and action to become an effective and efficient organisation.

Teamwork: We aspire to work together to share our successes and failures by building on our strengths and supporting one another to achieve our goals.

And this role, will work with Monmouthshire to achieve these.

In addition:

All employees are responsible for ensuring that they act at all times in a way that is consistent with Monmouthshire's Equal Opportunities Policy in their own area of responsibility and in their general conduct.

Should you require any further information regarding this post, please contact: Richard Drinkwater (South Hub Manager – Caldicot & Chepstow) on 07768055283.

Closing Date: 12 Noon, Friday 9th October 2015

Previous candidates need not re-apply

Person Specification

How will we know if you are the right person for the role? As the successful candidate you will have demonstrated:-

- Sufficient general education to enable delivery of the requirements of the post and or evidence of continuing professional development.
- Some management experience to deputise effectively
- That you are open minded about change and embrace new ways of working
- That you hold a strong customer focus and commitment to delivering high quality services.
- The ability to listen, empathise and inspire confidence with customers and colleagues.
- You are self-motivated and have the ability to motivate others.
- Strong oral communication skills and the ability to engage with people from a variety of backgrounds and organisations
- You have the ability to establish and maintain effective working relationships with colleagues, community members, volunteers and other stakeholders.
- That you have experience of working with the public in a people- orientated service
- An awareness and ideally some knowledge of front line services provided by the Council that may be accessed through the customer contact team
- Where you have taken part in new and innovative approaches to service delivery.
- Analytical skills to interpret data into information and assess action required
- Experience of dealing with day to day queries from members of the public in a helpful and courteous manner and ensuring that standards and performance targets are met.
- The ability to drive and possession of a vehicle for work purposes and a current driving licence.

Training

To be prepared to undertake staff training identified through assessments and Check In Check Out sessions and as for any new services delivered through the Customer Contact Centre