

# Role Profile and Person Specification

## ROLE PROFILE

<b>Role Title:</b>	Customer Service Specialist	<b>Leadership level:</b>	
<b>JRN</b>	20424	<b>Job family:</b>	
<b>Band:</b>	5	<b>Location:</b>	Location based
<b>Allowances:</b>	As per contract	<b>Politically restricted:</b>	No
<b>Department:</b>	Communications Department	<b>Vetting level:</b>	RV
<b>Reporting to:</b>	Team Leader CSC	<b>Date published:</b>	September 2022
<b>Posts responsible for:</b>	None		

### Part A – Job Description

#### Overall purpose of the role:

Deliver an outstanding service experience in response to all customer interactions, acting where possible to resolve queries at first contact and providing professional advice and effective signposting. You will be the first point of contact for all types of contacts from the public and will be responsible for identifying, assessing and mitigating risk through THRIVE, RARA and applying this rationale to the most appropriate grading. You must be able to work under pressure, communicate clearly at all times and make critical decisions. You will need to be able to think quickly, ask the right questions to gather vital details and log information accurately.

#### Key responsibilities of the role:

<b>1</b>	Engage effectively with our customers through a variety of formats, quickly building rapport. Utilising the THRIVE Framework to manage risk and prioritise the contact, offering a creative problem solving approach to understand and respond to customer needs.
<b>2</b>	Handle often multiple enquiries at any one time, from a variety of sources including, but not limited to, face to face, telephone, on-line, e-mail and voice-mails within the time specified by any agreed service levels and adhering to quality standards.
<b>3</b>	Initiate the creation of incident logs, extracting and recording precise information from the contact to assess risk and make resolution and deployment decisions using a range of systems. Using the Force systems to extract copies of calls. For non-police matters, provide advice and signpost to appropriate agency.
<b>4</b>	Analyse, record and carry out a THRIVE assessment on all contacts to assess risk and manage vulnerability, in order that the correct information is recorded, to ensure national grading of the contact in line with guidelines and the response provided for accurate and efficient handling of incidents.
<b>5</b>	Where appropriate assess and complete initial front end crime recording in accordance with Home Office counting rules, processes and create initial crime records.
<b>6</b>	Create appropriate records of all customer contact, detailing information received, advice given and action taken, in order to maintain a comprehensive customer relation management system which adheres to legal requirements.

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<b>7</b>	Deal promptly, professionally and efficiently with all contacts, demonstrating effective organisational skills ensuring the customer's experience exceeds their expectations.
<b>8</b>	Manage contact expectations regarding appropriate service provision by giving advice and taking appropriate action.
<b>9</b>	Input information to and interrogate a range of computerised systems to extract and update information in accordance with force policy / procedure, operating procedure and legislation.
<b>10</b>	Maintain an up to date knowledge of procedures including those of partner agencies to deal effectively with all contacts such as property enquiries, complaints, incident and crime progression as well as other miscellaneous general enquiries.
<b>11</b>	Work effectively as a team member, sharing best practice, developing innovative ways of working and supporting the development of new and existing staff to ensure departmental performance and service levels are met and exceeded.
<b>12</b>	Have a sound knowledge of the technology and telephony systems used and be able to resolve or escalate any issues that may impact on the service we deliver.
<b>Part B – Scope of contacts</b>	
<b>Internal / External relationships:</b>	
<b>Internal: Staff, officers and Volunteers throughout Northumbria Police</b>  <b>External: Public and partner agencies.</b>	

<b>Part C – Competencies and Values</b>
<b>National competencies and values framework (NCVF)</b>

<b>Part D – Continuous Professional Development (CPD) role 6 months</b>	
<b>First 6 months</b>	
<b>1</b>	
<b>2</b>	
<b>3</b>	

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4	
<b>12 months and beyond</b>	
5	
6	
7	
8	

### Part E - PERSON SPECIFICATION

Criteria	Essential	Desirable	How to be assessed
Qualifications, knowledge and experience	Excellent IT skills with the ability to use Force Systems.  Undertake in house training course in order to THRIVE and create incidents.	Previous experience in a customer service role.	Application/interview/CPD
Planning and organising	Experience of an organised approach in line with concise documents and note taking.  Ability to record information in a timely manner.	Produce concise documentation	Application/interview/CPD
Problem solving and initiative	Ability to provide positive solutions using judgement, creativity and initiative to meet customer needs.  Where appropriate provide first point resolution.		Application/interview/CPD
Management and teamwork	Works effectively as a team sharing objectives		Application/interview/CPD
Communicating and influencing	The ability to communicate clearly, concisely and effectively. Able to adapt	Demonstrate emotional intelligence.	Application/interview/CPD

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	communications skills dependant on situation.	Demonstrate the ability to challenge appropriately.	
Other skills and behaviours	A good understanding of managing customers' expectations.		Application/interview/ CPD