Grading
Job Description and Employee Specification

Job title: Armed Forces Hub Customer Service Advisor	**Service area**: Communities
Post number: GCFI0049-01	**Division:** Community Resilience
Grade: 4	**Section/team:** Armed Forces Hub

Overall purpose of job:

Provide efficient and effective day to day operation of the North Lincolnshire Council Armed Forces Hub. To provide high quality customer service delivering information, advice and guidance via the most appropriate pathways and to agreed service standards.

Post holders will be expected to be flexible in undertaking the duties and responsibilities attached to their post and may be asked to perform other duties, which reasonably correspond to the general character of the post and are commensurate with its level of responsibility.

Main responsibilities:

1. Support the Armed Forces Covenant Officer to deliver the effective day to day operation of the facilities at the Armed Forces Hub, ensuring that the customer service standards are met and the quality of service is consistently excellent.
2. Provide excellent customer care to a range of customers by establishing rapport, empathy and trust to ascertain their needs, identifying and responding effectively to such needs and enquiries, using knowledge of information sources, equipment, council and partner services, particularly focussed on the armed forces community.
3. Act as the public face of the local authority in order to promote awareness of the Armed Forces Covenant statutory duty and the wider council community hub offer.
4. Work with the wider community and internal partners across a range of sites to ensure hub beneficiaries are offered the most appropriate information and support in order to prevent the escalation of need.
5. Comply with a range of requirements in respect of legislative and council policies, protocols and guidelines, including but not limited to: safe operation of machinery and equipment; health and safety; diversity; GDPR; application of fees and charges; etc.
6. Act as keyholder as required, maintaining the security of the facility, associated equipment and cash to protect the council's assets. There will be a requirement for opening and closing of the building, disarming and setting of alarm systems.
7. Implement agreed health and safety and safeguarding procedures and codes of practice to minimise risks to hub beneficiaries, work colleagues and other visitors where applicable to ensure customer safety and rapid response to incidents.
8. Promote and encourage use of the council's online resources to support a culture of independence and provide digital assistance to those who need it to foster digital inclusion for all customers.

9. Support the armed forces community in North Lincolnshire, to access information, advice and other preventative services and local activities in line with the wider council integrated hub offer enabling all residents to live well.
10. Implement a workplace culture that contributes to the aim of continuous improvement.
11. On occasion, and as directed by managers there may be the need to work at Hub sites throughout North Lincolnshire.

Knowledge, skills and experience:

- Minimum Level 2 or equivalent qualification in Maths and English or a commitment to work towards or equivalent level of knowledge & skill.
- First Aid qualification or ability to work towards.
- Experience of working with the general public or potential users of the service, their families and carers, including knowledge of vulnerable groups and associated issues.
- Excellent customer care skills, tact, diplomacy, tolerance and the ability to deal with challenging behaviours.
- Knowledge of a range of external organisations and community partners to inform accurate signposting and referral.
- Excellent communication and interpersonal skills including the ability to interpret customer needs, problem solve and resolve or progress complaints as appropriate.
- Ability to empathise with and treat all customers with respect and dignity at all times.
- Ability to provide digital assistance to customers to help them use online channels and maximise the take up e.g. word processing, internet searching, digital forms, website navigation.
- Ability to use a variety of IT applications in a workplace setting.
- Ability to answer customer enquiries using a range of techniques including using information sources in a variety of formats and knowledge of internal and external partner services.
- Ability to work flexible hours that will include evening, weekend and bank holiday working as required.
- Knowledge of safeguarding and procedures and the ability to take action appropriately.

Creativity and innovation:

- Using procedures, frameworks and protocols to respond to the majority of customer enquiries – **Daily**
- Being able to creatively engage with and interpret enquiries from a range of customers, including those with additional language and accessibility needs – **Weekly**
- Assess when it is appropriate to provide basic information, advice and guidance to customers and when it is more appropriate to signpost customers to another service/Covenant Officer - **Daily**
- Use of initiative and problem-solving skills in a minority of customer enquiries and complaints which may not be straightforward and where the procedures and frameworks may need some interpretation – I**nfrequently**
- Application of agreed criteria to assess if customers are vulnerable and need access to specialist advice - **Daily**
- Creativity to identify the appropriate information resources to match the nature of the customer enquiry – **Daily if and when required**

- On a daily basis, within set guidelines and procedures, creativity is required to prioritise customer needs across a variety of activities
- Support the Armed Forces Covenant officer to administrate training and publicity materials and set up and maintain monitoring systems – **frequently as and when required**
- Where required support the Armed Forces Covenant officer with specific projects and engagement of service users and partners – **frequently as and when required**

Contacts and relationships:

The post will have contact with the following people and organisations:

- The Armed Forces Covenant Officer – **daily-** to ensure the smooth running of the hub and the development of the wider Armed Forces Offer
- Community Hubs – **regularly**- to liaise with hubs to identify where the integrated offer can support hub beneficiaries and customers.
- A range of customers – **daily -** to answer customer enquiries and to signpost
- customers to other services including voluntary community sector, internal partners and health colleagues as appropriate
- Staff in other services or sites to raise awareness of the Armed Forces Covenant statutory duty and for whom Customer Services provide Level 1 information, advice and guidance to their customers to ensure that service knowledge is up to date and for accurate resolution of customer enquiries – **frequently**
- Partnership Organisations including – **daily** – to provide signposting and to ensure customers are provided with appropriate support and advice
- Visitors to buildings eg contractors, IT staff - **occasional**

Decision making:

Decisions are taken in the following areas:

- Basic interpretation of legislation and corporate policies in relation to service delivery, under the guidance of the Armed Forces Covenant Officer/supervisor
- Basic implementation of the service within agreed guidelines and procedures
- Recommendations relating to changes in working practices
- Implementation of fees and charges according to guidelines
- Immediate response to health and safety issues including when to refer to a senior member of staff
- The work is carried out within agreed procedures and guidelines and advice can be sought from senior staff.

Responsibility for resources:

Financial resources:

- Security and handling of cash up to £250 under the supervision of the Armed Forces Covenant Officer/supervisor.

Physical resources:

The post is responsible for:

- Laptop (£650)
- Locking and unlocking the Hub building, checking it is secure and use of the intruder alarm.
- Safe use and security of equipment, stock and supplies.

100% office based.

WORK ENVIRONMENT

Work demands:

- All tasks are driven by a need to provide an excellent service to customers.
- The workload is largely predictable but with a need to respond to interruptions from staff and managers to meet service needs.

Physical demands:

- The postholder will on occasion be required to move equipment on site eg moving tables and chairs.

Working conditions:

- Mainly based at one location but with the need to travel to and work at other sites as required.
- Indoor environment with heating and lighting.
- Work is mainly indoors with the occasional requirement to undertake some outdoor tasks.
- May be required to work flexible hours including, evenings, weekends and bank holidays particularly to support with events such as Remembrance Day, Armed Forces Day and other armed forces events.
- Ability to transport yourself around North Lincolnshire in a timely manner.

Work context:

- Post holder will undertake lone working, including the need to enter and leave the building alone.
- Occasional risk of verbal or physical abuse arising from contact with members of the public.
- Occasional need to apply first aid.
- Low level exposure to cleaning materials.

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Position in organisation:

Indicate how many staff the post is directly accountable for: 0

Are posts in more than one location? Yes ☐ No x

Is this at the same site? Are the posts managed highly mobile?

Is the supervision/management shared with another post in the structure?
Yes ☐ No x

Please indicate which post(s)

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Job Description Version Control	
Date evaluated	20.9.24
Date updated	16.9.24
Updated by (manager name)	Melissa Worboys
Checked by (HR name)	Jo Parker

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ESSENTIAL CRITERIA	ASSESSED THROUGH:
Knowledge, Skills and Experience	**Application form (follow up at interview)**
• Experience of working with the general public or potential users of the service, their families and carers, including knowledge of vulnerable groups and associated issues • Excellent communication and interpersonal skills including the ability to interpret customer needs, problem solve and resolve or progress complaints as appropriate • Ability to provide digital assistance to customers to help them use online channels and maximise the take up e.g. word processing, internet searching, digital forms, website navigation • Ability to use a variety of IT applications in a workplace setting • Knowledge of safeguarding and procedures and the ability to take action appropriately	
Knowledge, Skills and Experience	**Interview**
• Excellent customer care skills, tact, diplomacy, tolerance and the ability to deal with challenging behaviours • Knowledge of a range of external organisations and community partners to inform accurate signposting and referral • Ability to empathise with and treat all customers with respect and dignity at all times • Ability to answer customer enquiries using a range of techniques including using information sources in a variety of formats and knowledge of internal and external partner services • Ability to work flexible hours that will include evening, weekend and bank holiday working as required	
Education, Training and Qualifications	**Original documents**
• Minimum Level 2 or equivalent qualification in Maths and English or a commitment to work towards • First Aid qualification or ability to work towards	
Working Arrangements	**Interview**
• Standard office hours Monday to Friday. • May also be required to work flexible hours including, evenings, weekends and bank holidays particularly to support with events such as Remembrance Day, Armed Forces Day and other armed forces events.	

DESIRABLE CRITERIA	ASSESSED THROUGH:
Knowledge, Skills and Experience	**Application form (follow up at interview)**
• Knowledge of the council's customer service standards and the ability to fulfil them • Knowledge of a range of council services • Good applied knowledge of health and safety in the workplace	
Knowledge, Skills and Experience	**Interview**
• Excellent communication and interpersonal skills including the ability to interpret customer needs, problem solve and resolve or progress complaints as appropriate • Ability to empathise with and treat all customers with respect and dignity at all times	
Education, Training and Qualifications	**Original documents**

Grading
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• The NVQ Certificate/Diploma in Customer Service

Working Arrangements	Interview
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THE POST IS SUBJECT TO:	
Disclosure of convictions under the Rehabilitation of Offenders (Exemption) Act 1974	
Yes ☐	**No** ✓
Political restriction	
Yes ☐	**No** ✓
The ability to speak fluent English under the Immigration Act 2016	
Yes ✓	**No** ☐

• Version Control	
Author	HR Policy Team
Status	V0.1
Date approved	19 September 2012
Last updated	21 December 2021