SEFTON COUNCIL

**JOB DESCRIPTION**

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| **Post:** | Customer Services Officer | | |
| **Post Number:** | 009813 |  |  |
| **Team:** | Community Equipment Stores – Adult Social Care | | |
| **Location:** | Aintree Racecourse Retail & Business Park, L9 5AY | | |
| **Grade:** | D | | |

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| **Responsible to:** | Adaptations & Customer Services Co-Ordinator |
| **Responsible for:** | N/A |

**JOB PURPOSE**

Assist in providing an effective and efficient equipment loan service to service users who have a physical disability or sensory impairment. Assist in the maintenance of all stock, service user and financial records in accordance with the Department’s policies and procedures.

Assist in the processing, delivery and installation of equipment to service users in accordance with the Department’s policies and procedures.

Utilising a database, provide support to the Servicing Technicians, Driver Technicians and Minor Adaptations Technicians in relation to servicing and maintenance of equipment, the delivery and collection of equipment and also the fitting of minor adaptations.

**MAIN DUTIES**

1. To run daily database (ELMS) reports identifying those items where service visits are due.
2. To action and process orders for distribution to Technicians, drivers and contractors.
3. Maintain systems and procedures necessary to ensure that all services within the Customer Services Team runs effectively and efficiently.
4. Liaise with contractors, Occupational Therapists, Physios etc….
5. To arrange visits to client’s homes and schedule routes for Technicians.
6. Ensure that data returned by Technicians is accurately recorded in the ELMS database and take any actions identified as necessary following contact with the client or the visit by the Technician. Examples include:-

* Arranging collection of equipment that is no longer required
* Exchanging equipment when equipment has failed tests
* Re-booking visits when the Technicians have failed to gain access.
* Ensuring that contact details for clients are up to date.
* Arranging the delivery of new equipment.
* Arranging the visits for adaptations to be carried out.

1. Carry out customer satisfaction telephone calls and keep accurate records the results for monitoring purposes.
2. Deal with all telephone calls, letters and emails relating to the services.
3. Attend regular meetings with senior officers and Technicians.
4. Produce accurate performance reports as required.
5. To assist, cover and work with the Customer Service team with day to day duties of the Customer Services Officers. (Refer to Customer Service Officer job description, ref. A1749).
6. Respond to telephone calls and assist visitors to the Community Equipment Service as necessary.
7. Ensure that work is completed within the agreed timescales and that urgent works are given priority.
8. Provide assistance in the annual stock take of all stock items as required.
9. Participate in supervision, developmental or training activities as required.
10. As a team member, co-operate and assist in tasks to ensure the smooth running of the service at all times.
11. Ensure that client information data is lawfully gathered, accurate, up to date and only divulged in accordance with GDPR and the local government common law duty of confidentiality. Failure to apply these duties can lead to the individual or the Department facing court proceedings.

**ORGANISATION CHART – see separate document**

# OTHER

There is an expectation placed on all newly recruited employees to achieve the appropriate level of NVQ at the first possible opportunity.

# GENERAL

This job description is a representative document. Other reasonable similar duties may be allocated from time to time commensurate with the general character of the post and its grading.

All employees are responsible for the implementation of the Health and Safety Policy so far as it affects them, their colleagues and others who may be affected by their work. The post holder is also expected to monitor the effectiveness of the health and safety arrangements and systems to promote appropriate improvements where necessary.

All employees are expected to be committed to the Equality and Diversity policy and assist in removing the barriers to service delivery and employment to enhance a positive equality culture.

This post is **exempt** from the provisions of Section 4(2) of the Rehabilitation of Offenders Act 1974 by virtue of the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975. You are therefore **not** entitled to withhold information about convictions which for any other purposes are ‘spent’ under the provisions of the Act and any failure to disclose such convictions could result in dismissal or disciplinary action by the Authority. Any information given will be completely confidential and will be considered only in relation to the positions to which the Order applies.

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| **Date:** | May 2021 |
| **Name:** | Paula Taylor |
| **Designation:** | Minor Adaptations & Customer Services Co-Ordinator |