

**JOB DESCRIPTION AND PERSON SPECIFICATION**

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| Job Title: | Halton Direct Link – One Stop Shop Officer |
| HBC Grade: | HBC4 |
| Service: | ECR |
| Division: | Halton Lea & Runcorn One Stop Shop |

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| **Main Purpose of the Role** |
| Work within Halton Direct Link (HDL) in an advisory capacity to ensure that  customers are able to access the range of available council services and to  advise and guide customers where necessary. |

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| **Key Duties** | |
| **1** | Facilitate access to a comprehensive range of Council Services using the  Halton Direct Link customer management computer system at any of the HDL  centres, in accordance with relevant legislation where applicable and Council  policies and procedures. |
| **2** | To greet all OSS customers in a polite and courteous manner, and ensure  that they are directed to the most appropriate officer. |
| **3** | Provide information and advice to customers in the most appropriate format to  meet their needs. |
| **4** | Undertake administrative tasks and make telephone calls as required to  progress enquiries from customers, ensuring the efficient functioning of the  HDL and the delivery of acceptable standards of service. |
| **5** | Provide a booking service for customers requiring appointments with various  council department and Links to Work |
| **6** | Actively promote the Council by informing customers of services that may be  relevant or of interest to them. |
| **7** | Assist in ensuring that information provided to HDL by Directorates for the use  in the delivery of services is updated as necessary. |
| **8** | Service cash receipting machines and check that all monies are accounted for  and balanced, reporting any discrepancies to the Chief Cashier for  reconciliation purposes (at Runcorn Old Town and Ditton Library only). |
| **9** | Ensure that information leaflets and forms are stocked and accessible at all  times. |
| **10** | Undertake any other duties and responsibilities as may be assigned from time to time, which are commensurate with the grade of the job. |

The Council and its schools are committed to safeguarding and promoting the welfare of children, young people and adults and expect all staff, workers and volunteers to share its commitment.

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| **Education / Qualifications** | **Essential** | **Desirable** | **How Identified** |
| Minimum of 3 GCSEs, A-C grade or  equivalent. This equivalent may be  other qualifications which equate to  GCSEs or two or more years’ work  experience in a similar working  environment (ie One Stop Shop or  customer service call centre). | To include English & Maths | All essential qualification certificates must be presented at interview. |

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|  | **Experience** | **Knowledge** | **Skills & Abilities** | **How Identified** (delete as appropriate for each criteria) |
| **ESSENTIAL** | Candidates must have  experience of working in a clerical/customer service  role dealing with the general public or in an information, advice and guidance  role. | Computer literate, able to use Microsoft applications (including Outlook, Word,  Excel). | Good communication skills, both written and oral. | Application / Interview /Assessment |
|  | Some knowledge of the range of  services provided by the Council. | Able to deal with difficult situations in a calm and effective manner. | Application / Interview /Assessment |
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| **DESIRABLE** | Experience of using customer  relationship management (CRM)  software (eg CSD) |  |  | Application / Interview /Assessment |
|  |  |  | Application / Interview /Assessment |

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| **Other Requirements** | **Essential** | **Desirable** | **How Identified** |
| Candidates must be self-reliant and be  able to work well on their own as well as  part of a team. |  | Interview / Assessment / Documentation |
| Candidates must be able to work at any One Stop Shop location - prior notice  will be given where possible. |  | Interview / Assessment / Documentation |
| Hours of work will be on a rota basis  covering the operational hours of the  site (Monday – Saturday). |  | Interview / Assessment / Documentation |
|  | During training periods it may be  necessary for part-time OSS Officers to  work a full day. |  | Interview / Assessment / Documentation |
|  | Meet English language requirements |  | Interview / Assessment / Documentation |

Please note: Front line posts with direct customer contact should include a statement detailing the spoken English language requirements of the post.

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For office use only:

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| **Date Created:** |  |
| **JE Ref:** |  |
| **Agreed by:** |  |

This job description is not intended to be either prescriptive or exhaustive; it is issued as a framework to outline the main areas of responsibility.