

**JOB DESCRIPTION AND PERSON SPECIFICATION**

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

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

|  |
| --- |
| **Key Duties**  |
| **1** | Facilitate access to a comprehensive range of Council Services using theHalton Direct Link customer management computer system at any of the HDLcentres, in accordance with relevant legislation where applicable and Councilpolicies and procedures. |
| **2** | To greet all OSS customers in a polite and courteous manner, and ensurethat they are directed to the most appropriate officer. |
| **3** | Provide information and advice to customers in the most appropriate format tomeet their needs. |
| **4**  | Undertake administrative tasks and make telephone calls as required toprogress enquiries from customers, ensuring the efficient functioning of theHDL and the delivery of acceptable standards of service. |
| **5** | Provide a booking service for customers requiring appointments with variouscouncil department and Links to Work |
| **6** | Actively promote the Council by informing customers of services that may berelevant or of interest to them. |
| **7** | Assist in ensuring that information provided to HDL by Directorates for the usein the delivery of services is updated as necessary. |
| **8** | Service cash receipting machines and check that all monies are accounted forand balanced, reporting any discrepancies to the Chief Cashier forreconciliation purposes (at Runcorn Old Town and Ditton Library only). |
| **9** | Ensure that information leaflets and forms are stocked and accessible at alltimes. |
| **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.

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

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Experience**  | **Knowledge**  | **Skills & Abilities**  | **How Identified** (delete as appropriate for each criteria) |
| **ESSENTIAL** | Candidates must have experience of working in a clerical/customer servicerole dealing with the general public or in an information, advice and guidancerole. | 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 ofservices provided by the Council. | Able to deal with difficult situations in a calm and effective manner. | Application / Interview /Assessment |
|  |  |  | Application / Interview /Assessment |
|  |  |  | Application / Interview /Assessment |
|  |  |  | Application / Interview /Assessment |
|  |  |  | Application / Interview /Assessment |
| **DESIRABLE** | Experience of using customerrelationship management (CRM)software (eg CSD) |  |  | Application / Interview /Assessment |
|  |  |  | Application / Interview /Assessment |

|  |  |  |  |
| --- | --- | --- | --- |
| **Other Requirements** | **Essential**  | **Desirable**  | **How Identified**  |
| Candidates must be self-reliant and beable to work well on their own as well aspart of a team. |  | Interview / Assessment / Documentation  |
| Candidates must be able to work at any One Stop Shop location - prior noticewill be given where possible. |  | Interview / Assessment / Documentation |
| Hours of work will be on a rota basiscovering the operational hours of thesite (Monday – Saturday). |  | Interview / Assessment / Documentation |
|  | During training periods it may benecessary for part-time OSS Officers towork 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.

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

For office use only:

|  |  |
| --- | --- |
| **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.