

**JOB DESCRIPTION AND PERSON SPECIFICATION**

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| **Job Title** | Halton Direct Link – One Stop Shop Officer |
| **Directorate** | Chief Executive Directorate |
| **Division** | Administrative Support Services |
| **Grade** | HBC4 |
| **Responsible to** | Halton Direct Link One Stop Shop Team Leader |

**MAIN PURPOSE OF THE JOB:**

1. To work in a customer facing advisor and receptionist role within Halton Direct Link’s (HDL) One Stop Shop (OSS) delivering a comprehensive range of Council Services via the Corporate Service Delivery (CSD) computer system, email or telephone.

b) To greet all OSS customers in a polite and courteous manner ensuring that customers are able to access the full range of Council Services and that they are directed to the most appropriate officer, to advise, guide and where necessary act as an advocate on the customers behalf.

**KEY DUTIES AND RESPONSIBILITIES:**

1. Facilitate access to a comprehensive range of Council Services at any of the HDL OSS’s, in accordance with relevant legislation where applicable and Council policies and procedures.
2. To use ICT software systems to support the delivery of Council services to acceptable standards.
3. To identify and process adult and children safeguarding issues, taking a professional approach to report any concerns to the relevant social care teams.
4. To deal with difficult situations in a calm and effective manner either face to face or over the telephone.
5. To communicate effectively with customers both orally and in writing.
6. Service cash receipting machines including filling coin hoppers, handling, counting and manoeuvring bullion. To check that all monies are accounted for and balanced on a daily basis. Taking responsibility for the receipting of bullion and reporting any discrepancies to the Income Control Officer for reconciliation purposes. Maintain the physical functionality of the cash machines and report any machine faults.
7. Being responsible for issuing social care petty cash and appointee monies to clients and/or their carers, including the preparation of payments with the responsibility of ensuring that they are collected and recorded accurately, whilst also providing a duty of care.
8. Use the Authority’s electronic payment system in accordance with the procedure to accept payment for Council services over the phone or in person, ensuring that all payments taken are accounted for.
9. Assist team leaders with induction of new advisors including  job shadowing and  providing  assistance and support where required.
10. Undertake administrative tasks including making and accepting telephone calls and providing a booking and reception service for customers requiring appointments with various external and internal Council departments, whilst prioritising other work related tasks.
11. Actively promote the Council by informing customers of services that may be relevant or of interest to them, ensuring that information provided to HDL by Directorates for the use in the delivery of services is updated as necessary, where the responsibility does not lie with Halton Borough Council signpost to the relevant external organisation.
12. To 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.