



## **LANCASHIRE CONSTABULARY**

### **CANDIDATE SPECIFICATION**

<b>Post Title:</b>	Customer Care Advisor
<b>Location:</b>	Professional Standards Department, HQ
<b>Responsible to:</b>	Triage Detective Sergeant
<b>Job Purpose:</b>	To continually improve confidence and satisfaction with the service provided by Lancashire Constabulary by highlighting good practice and identifying and resolving potential customer dissatisfaction at an early stage.
<b>Grade:</b>	LC5

**KEY RESULT AREAS:** This is not a comprehensive list of all the tasks which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken.

- Provide, promote and demonstrate a high quality customer focused approach to all aspects of the role, ensuring regular contact with customers, managing expectations and delivering a quality, impartial and informative service
- To have excellent customer service skills and ability to communicate with people at all levels in a variety of formats.
- Oversee the receipt of all new expressions of dissatisfaction which come into the force via email, letter, telephone, online reporting and logs and make early contact with the customer to establish and fully understand the nature of the issue.
- Responsible for identifying those matters not suitable to be dealt with via Service Recovery and allocate them to the correct team expeditiously.
- Responsible for the initial research and assessment of all new expressions of dissatisfaction and liaison with the customer, divisional officers of all ranks, supporting agencies and departments to achieve a resolution.
- Responsible for the analysis and provision of performance data in relation to service recovery and lessons learnt.

- To identify themes, trends and lessons learnt from all expressions of dissatisfaction.
- To undertake all case management duties utilising the case management system Centurion, ensuring accurate and up to date records are maintained.
- Responsible for maintaining a good understanding of policing and police systems
- Assist with training new members of the team and deliver PSD training packages to internal and external customers as required.
- To promote and comply with Lancashire Constabulary's policies on equal opportunities and health and safety both in the delivery of service and the treatment of others.
- To be responsible for improving your performance by participating in the Continuous Professional Development (CPD) process with your manager.
- To carry out any other duties which are consistent with the nature, responsibilities and grading of the post.

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<b><u>Essential</u></b>	<b><u>Desirable</u></b>	<b><u>To be identified by:</u></b>
<b><u>Qualifications</u></b>		
Customer Service Qualification or attendance on an in-house training course in customer service		Application Form
<b><u>Knowledge/Experience</u></b>		
Experience of providing excellent customer service in a busy environment.		Application Form / Interview
Experience of dealing with members of the public and working in partnership with other departments and agencies.		Application Form / Interview
Experience of working on own initiative, identifying problems, developing solutions and taking appropriate timely action to resolve them.		Application Form / Interview/ Assessment
Experience of dealing with people in difficult, sometimes confrontational circumstances.		Application Form / Interview/ Assessment
Experience of working effectively as part of a team		Application Form / Interview
Experience of interrogating computer systems to produce reports and management information.		Application Form / Interview
Experience of using Microsoft Software Applications, including MS Office – Word, Excel, PowerPoint		Application Form / Interview
Experience of inputting, updating and maintaining computerised and manual filing/recording systems.		Application Form / Interview
Experience of communicating at all levels, and giving presentations or delivering training packages to a wide range of audiences including internal and external customers		Application Form / Interview/ Assessment
Demonstrate self-motivation and willingness to develop self within the role		Application Form / Interview
Demonstrate a history of continuous professional development		Interview
Understanding of the requirements of the Data Protection Act, confidentiality and the “need to know” principle		Interview
Knowledge of Health & Safety, Equal Opportunities, Diversity and Data Protection legislation/issues		Interview

Other		
An acceptable attendance record.		Attendance to be checked post interview by Recruitment for internal staff, via references for external
Appointment to this post is subject to an enhanced level of vetting		Vetting Process
Full Driving License and willingness to travel on Constabulary business occasionally		Application Form / Interview
Demonstrates a flexible approach to working practices and hours.		Interview

<b>Personal Qualities</b>	
<b>Decision Making</b> Gathers, verifies and assesses all appropriate and available information to gain an accurate understanding of situations. Considers a range of possible options before making clear, timely, justifiable decisions. Reviews decisions in the light of new information and changing circumstances. Balances risks, costs and benefits, thinking about the wider impact of decisions. Exercises discretion and applies professional judgement, ensuring actions and decisions are proportionate and in the public interest.	Interview / CPD*
<b>Leadership – Openness to Change</b> Positive about change, adapting rapidly to different ways of working and putting effort into making them work. Flexible and open to alternative approaches to solving problems. Finds better, more cost-effective ways to do things, making suggestions for change. Takes an innovative and creative approach to solving problems.	Interview / CPD*
<b>Leadership – Service Delivery</b> Understands the organisation's objectives and priorities, and how own work fits into these. Plans and organises tasks effectively, taking a structured and methodical approach to achieving outcomes. Manages multiple tasks effectively by thinking things through in advance, prioritising and managing time well. Focuses on the outcomes to be achieved, working quickly and accurately and seeking guidance when appropriate.	Interview / CPD*
<b>Professionalism</b> Acts with integrity, in line with the values and ethical standards of the Police Service. Takes ownership for resolving problems, demonstrating courage and resilience in dealing with difficult and potentially volatile situations. Acts on own initiative to address issues, showing a strong work ethic and demonstrating extra effort when required. Upholds professional standards, acting honestly and ethically, and challenges unprofessional conduct or discriminatory behavior. Asks for and acts on feedback, learning from experience and developing own professional skills and knowledge. Remains calm and professional under pressure, defusing conflict and being prepared to step forward and take control when required.	Interview / CPD*
<b>Public Service</b> Demonstrates a real belief in public service, focusing on what matters to the public and will best serve their interests. Understands the expectations, changing needs and concerns of different communities, and strives to address them. Builds public confidence by talking with people in local communities to explore their viewpoints and break down barriers between them and the police. Understands the impact and benefits of policing for different communities, and identifies the best way to deliver services to them. Works in partnership with other agencies to deliver the best possible overall service to the public.	Interview / CPD*
<b>Working with Others</b> Works co-operatively with others to get things done, willingly giving help and support to colleagues. Is approachable, developing positive working relationships. Explains things well, focusing on the key points and talking to people using language they understand. Listens carefully and asks questions to clarify understanding, expressing own views positively and constructively. Persuades people by stressing the benefits of a particular approach, keeps them informed of progress and manages their	Interview / CPD*

expectations. Is courteous, polite and considerate, showing empathy and compassion. Deals with people as individuals and addresses their specific needs and concerns. Treats people with respect and dignity, dealing with them fairly and without prejudice regardless of their background or circumstances.	
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**JE 1745**

**Date last updated: June 2018**

Please note that the use of the terms "Assessment & Interview" is based upon candidates being successfully short-listed. In addition, the division reserves the right to select the most suitable candidate based upon any combination of assessments that it deems appropriate.

\*Continuous Professional Development (CPD) refers to the on-going internal appraisal scheme that Lancashire Constabulary employ to monitor and develop its employees.