



## ROLE PROFILE

<b>Post Title:</b>	Customer Care Advisor	
<b>Grade:</b>	LC 5	<b>JE: 1745</b>
<b>Location:</b>	PSD - Headquarters	
<b>Responsible to:</b>	Triage Detective Sergeant	

### Job Purpose:

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.

### Key Responsibilities:

**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 carry out any other duties which are consistent with the nature, responsibilities and grading of the post

**Behaviours :**

The Competency and Values Framework (CVF) has six competencies that are clustered into three groups. These competencies will be incorporated into the interview stage of the selection process.

For more details on these competencies please follow the link provided.

<https://profdev.college.police.uk/competency-values/>

This role is required to operate at or be working towards the levels indicated below:

**Resolute, compassionate and committed**

<b>Behaviour</b>	<b>Level</b>	<b>To be Identified by</b>
We are emotionally aware	1	Interview
We take ownership	1	Interview

**Inclusive, enabling and visionary leadership**

We are collaborative	1	Interview
We deliver, support and inspire	1	Interview

**Intelligent, creative and informed policing**

We analyse critically	1	Interview
We are innovative and open minded	1	Interview

Please note the link will provide information about all competency levels however you should refer to the level indicated above.

The levels are progressive so for example if level 2 is applicable all the areas in Level 1 & 2 in that competency area would apply to the role.

**Values :**

All roles are expected to know understand and act within the ethics and values of the Police Service. These will be assessed within the application/assessment or interview stage of the recruitment/selection process.

<b>Integrity</b>	<b>Impartiality</b>
<b>Public Service</b>	<b>Transparency</b>

<b>Qualification</b>		
<b>Essential</b>	<b>Desirable</b>	<b>To be identified by</b>
Customer Service Qualification or attendance on an in-house training course in customer service		Interview
<b>Knowledge / Experience</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.		Interview
Experience of working on own initiative, identifying problems, developing solutions and taking appropriate timely action to resolve them.		Application Form / Interview
Experience of dealing with people in difficult, sometimes confrontational circumstances.		Application Form / Interview
Experience of working effectively as part of a team		Interview
Experience of interrogating computer systems to produce reports and management information.		Interview
Experience of using Microsoft Software Applications, including MS Office – Word, Excel, PowerPoint		Interview
Experience of inputting, updating and maintaining computerised and manual filing/recording systems.		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		Interview
Demonstrate self-motivation and willingness to develop self within the role		Interview
Demonstrate a history of continuous professional development		Interview
<b>Other</b>		
An acceptable level of sickness absence in accordance with the Constabulary's Attendance Policy.		Attendance to be checked post interview by Recruitment for internal staff, via references for external applicants
Appointment to this post is subject to an enhanced level of vetting		Vetting Process
Willingness to travel on Constabulary business occasionally		Application Form / Interview
Demonstrates a flexible approach to working practices and hours.		Interview

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 is deemed appropriate.

**Date last updated: June 2018**