

Kent County Council

Job Description: *Customer Experience Officer*

Directorate: Chief Executive's Department
Unit/Section: Finance Division / Financial Assessment & Income Unit
Grade: KR8
Responsible to: Customer Experience Team Manager

Purpose of the Job:

To support the Customer Experience Team Manager to provide a comprehensive customer experience on behalf of the Financial Assessment & Income Unit. Work with the Team Manager on projects where appropriate and support the delivery of initiatives involved with process change and continual improvement.

Provide support to the Financial Assessment & Income Management Team as required. Support the investigation of complaints, data breaches and Freedom of Information requests.

Main duties and responsibilities:

1. Provide exceptional support to the Management Team of the Financial Assessment & Income Unit as required, including complex diary management. Be responsible for organising and supporting key meetings, taking action notes, minutes, producing agendas and coordinating as required.
2. Produce correspondence, draft reporting documents and presentations for a variety of audiences and meetings.
3. Responsible for collating information on behalf of the Financial Assessment & Income Unit including business planning; business continuity; mandatory training, DBS, and staffing information.
4. Support the Customer Relationship Manager in relevant financial activities including purchasing and invoicing.
5. Assist with the co-ordination and reporting on Freedom of Information Act requests relating to the Unit.
6. Investigate complaints received into the Unit and provide a detailed chronology to support the Customer Experience Team Manager in responding appropriately. Provide stakeholders with the information they require to enable them to respond to issues raised where the Financial Assessment & Income Unit have had an involvement.

7. Provide a detailed investigation into the cause of any data breach in order that the Customer Experience Team Manager can report appropriately and follow up as required.
8. Any other duties and responsibilities within the range of the salary grade.

Footnote: This job description is provided to assist the job holder to know what their main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

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Person Specification: *Customer Experience Officer*

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be short-listed.

Applicants should describe in their application how they meet these criteria.

	CRITERIA
QUALIFICATIONS	<ul style="list-style-type: none"> • Educated to A level / NVQ 3 or equivalent and / or proven ability to deliver the requirements of the post.
EXPERIENCE	<ul style="list-style-type: none"> • Experience of working within an administrative environment and/or front facing customer service. • Experience of working in a role providing financial advice and guidance to vulnerable people. • Experience in a financial environment e.g. Banking, Financial Reconciliations, Credit Control or Performance Monitoring. • Experience of working in a customer focused system development or system analytics setting. • Previous experience of working within a finance function, using a range of financial systems.
SKILLS AND ABILITIES	<ul style="list-style-type: none"> • Excellent analytical, accuracy, numeracy, and calculation skills. • Excellent Customer Service skills and confident telephone manner. • Ability to maintain confidentiality at all times. • Ability to take a methodical and analytical approach. • Excellent IT skills in Microsoft Office. • Good organisational skills and time management skills. • Positive individual who engages well with colleagues and fosters excellent team spirit. • Ability to deliver in a target led environment, prioritise and work to deadlines. • Ability to converse professionally with individuals at all levels of seniority and from different disciplines. • Able to effectively manage customer enquiries, adapting communication style as required. • Excellent negotiation and dispute resolution skills. • Ability to analyse and interpret complex data, provide clear and accurate advice to customers regarding their individual situation. • Ability to create and manipulate information to present data in a variety of formats. • Ability to explain financial terms and complex issues in a clear and concise manner to both service users and staff.

	<ul style="list-style-type: none"> • Ability to establish rapport with people and their representatives with tact and diplomacy, using excellent communication and listening skills and sensitive approach. • Ability to travel across a wide geographical area in a timely and flexible manner, in accordance with the needs of the service.
KNOWLEDGE	<ul style="list-style-type: none"> • Awareness of the General Data Protection Regulation (GDPR) and information handling and sharing. • Awareness of the authority's debt recovery policy. • Knowledge surrounding the charging arrangements for those clients known to Adult Social Care. • Knowledge of safeguarding the financial affairs of vulnerable people.
KENT VALUES AND CULTURAL ATTRIBUTES	<p>Kent Values:</p> <ul style="list-style-type: none"> • We are brave. We do the right thing, we accept and offer challenge • We are curious to innovate and improve • We are compassionate, understanding and respectful to all • We are strong together by sharing knowledge • We are all responsible for the difference we make <p>Our values enable us to build a culture that is:</p> <p>Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile</p> <p>Curious - constantly learning and evolving</p> <p>Compassionate and Inclusive - compassionate, understanding and respectful to all</p> <p>Working Together - building and delivering for the best interests of Kent</p> <p>Empowering - Our people take accountability for their decisions and actions</p> <p>Externally Focused - Residents, families and communities at the heart of decision making</p>