

Job Description & Person Specification

JOB TITLE:	Locality Champion
REPORTING TO:	Appropriate Operational/Task Manager
LOCATION:	Flexible and Variable
GRADE:	D

Key tasks

- Carry out direct delivery of tasks, such as: maintenance, repair and refurbishment of housing stock, maintenance of parks and open spaces, installation of equipment and appliances, delivery of compliance functions such as electrical, asbestos and gas safety and a range of other operational activities.
- Identify issues and take steps to resolve them.
- Signpost customers to information and act as a customer advocate.
- Provide basic advice and information and resolving customer enquiries.
- Collect local and customer intelligence to support service improvements.
- Act as customer advocate and point of contact, promoting channel shift, customer enablement and self-serve.
- Work with other team members to organise and manage workloads effectively, ensuring that all performance and customer standards are met.
- Understanding of customer need.
- Deliver assigned tasks.
- Continuous improvement of processes and procedures.
- Understand when to consult with others.
- Promotes new ways of working with peers.
- Trusted and conducts work autonomously.
- Accountable for quality and quantity of work.

Knowledge

Essential

- Principles of good customer service.
- Confident with mobile / appropriate technology to deliver customer expectations.
- Achieving high level ability to assist with and sign post wider customer enquiries.
- Values and promotes equality and diversity.
- Organised, conscientious, energy, drive, confident and assertive.
- Knowledge and understanding of Health & Safety legislation and requirements.
- Taking ownership of work, understand operating requirements (post induction).
- Able to carry out basic tasks with minimal support / guidance.
- Actively applies at least one recognised trade skill and holds appropriate qualification or proven experience.

Desirable

- Understands the principles of data protection.
- Recognises their role as a leader and works to support others.
- Has undertaken organisational, individual or personal learning and development.

Skills & Abilities

Essential

- Commitment to excellent customer service.
- Good interpersonal and communication skills.
- Flexibility and ability to multi-task.
- High level of accuracy and attention to detail.
- Ability to work under pressure.
- Problem solving & decision making.
- Team player.

Desirable

- Persuasive & encouraging - adopting a coaching style to enable customers.

Qualifications

Essential

- Good general standard of education (minimum to GCSE standard or equivalent, including English and Mathematics) or suitable alternative experience.
- Has relevant experience but not necessarily a trade qualification.

Desirable

- Holds a recognised qualification in the relevant trade or skills being applied.

General Requirements

To undertake other duties as reasonably required.

May be asked to participate in the out of hours' rota, for which additional payment will be made.

Actively demonstrate the behaviours as detailed in the Councils' Behaviour Framework and confident to challenge others when required.

This job description sets out the duties of the post at the time it was drawn up. Such details may vary from time to time without changing the general character of the duties or the level of responsibility involved

SIGNED:

DATE: