

Job Description

Department: Strategic Resources

Division/Section: Shared Transactional Services - Operational Support

Job Title: First Point of Contact Officer

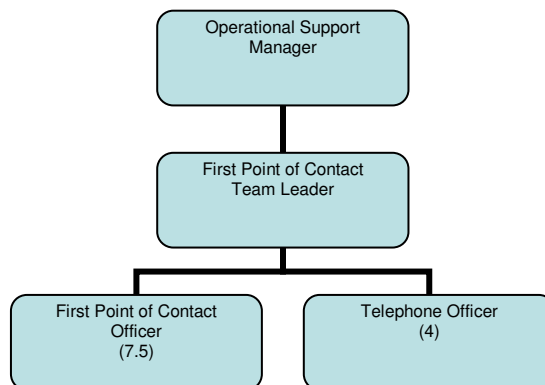
Post No:

Grade: 6

Reports to: First Point of Contact Team Leader

Organisation Chart:

Show immediate manager and any jobs reporting to this post.



CRB Check applicable?

Standard Enhanced None

Is post exempt under the Rehabilitation of Offenders Act 1974 in respect of declaration of spent convictions?

Yes No

Line Management responsibility for:

No. of direct reports: None

No. of indirect reports: None

Size of budget:

Nil

Job Purpose:

To assist in the provision of an efficient and effective First Point of Contact processing team for an Income team (Council Tax, Business Rates and Corporate Debt) and Payment team (Benefits, Payroll and Accounts Payable) in Shared Transactional Services.

Main Duties and Responsibilities:

1. To deal with all service e-mail inboxes used by the Income and Payment teams in Shared Transactional Services and process incoming e-mails where possible or distribute them onto relevant officers by importing / indexing them into the EDRM system within set timescales.
2. In accordance with agreed processes, fully action incoming items of post where feasible to do so at the first point of contact, where this is not possible then to action up to point of handoff, i.e. set up an account reference or issue a form that has been requested.
3. Index batches of electronic documents into the appropriate filing system within the EDRM system, ensuring allocation to the correct document type and the correct work tray.
4. Process and complete all specified types of incoming work and accurately update the relevant computer systems within set timescales.
5. Create new claims / suppliers and/or account numbers within the relevant computer systems where appropriate.
6. Distribute any correspondence or system output reports that aren't scanned into the EDRM system within set timescales.
7. Interrogate all relevant computer systems in order to establish the correct reference number / account before work is allocated to the various team.
8. At the point of indexing create and/or amend creditor details and supplier details in the oracle system.
9. Highlight to the First Point of Contact Team Leader any issues or problems with the receipt of work or work flow issues re the EDRM system.
10. Be proactive in identifying where process improvements can be made and bring these to the attention of the First Point of Contact Team Leader.
11. To maintain an understanding of the work undertaken by the Income and Payment teams in Shared Transactional Services.
12. To take an active part in team meetings contributing new ideas and contributing to identification of solutions to issues or problems.
13. Provide assistance to the First Point of Contact Telephone team when required.
14. Provide administrative and clerical support to the other teams within the service where and when required.
15. Undertake the ordering and maintaining of pre-printed stationery and assist the First Point of Contact Team Leader with the monitoring of stationery stocks.

Generic Responsibilities: To carry out all responsibilities with regard to the Council's Equalities Policy and Procedures and Customer Care Policy.

To comply with all Health & Safety at work requirements as laid down by the employer.

Flexibility Clause: Other duties and responsibilities express and implied which arise from the nature and character of the post within the department (or section) mentioned above or in a comparable post in any of the Organisation's other sections or departments.

Variation Clause: This is a description of the job as it is constituted at the date shown. It is the practice of this Authority to periodically examine job descriptions, update them and ensure that they relate to the job performed, or to incorporate any proposed changes. This procedure will be conducted by the appropriate manager in consultation with the postholder.

In these circumstances it will be the aim to reach agreement on reasonable changes, but if agreement is not possible the Head of Service reserves the right to make changes to your job description following consultation.

DATE: 01.06.2010 **COMPLETED BY:** David Moss

Person Specification

JOB TITLE: First Point of Contact Officer **POST NO:**

GRADE: 6 **DEPARTMENT:** Strategic Resources

HOURS: Full time

DIVISION: Shared Transactional Services **DIRECTOR:** John Harrison

DATE: 01.06.2010 **COMPLETED BY:** David Moss

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
KNOWLEDGE	<ul style="list-style-type: none"> Understanding of the aims / objectives of the service and of Manor Drive (A/I) An excellent understanding of how to use an EDRM system (A/I) Understanding of the main rules and guidance used by one of the team in the service (A/I) 	<ul style="list-style-type: none"> Good understanding of the main rules and guidance used by one of the teams in the service (A/I) Good knowledge of the Northgate EDRM system (A/I)
SKILLS & ABILITIES	<ul style="list-style-type: none"> Ability to communicate effectively with both internal and external customers (A/I) Customer focused with an understanding of customer needs and their expectations (A/I) An ability to challenge existing working practices (A/I) An ability to respond positively to any changes in working practices (A/I) Ability to work on own initiative and plan and organise own workload (A/I) Ability to use computer systems to find and amend records accurately (A/I) An effective team worker who contributes positively to the team's success (A/I) The ability to meet both challenging deadlines and stretching targets (A/I) 	
EXPERIENCE	<ul style="list-style-type: none"> Experience of using an EDRM system on a day to day basis (A/I) Demonstrable experience of working effectively as part of a team (A/I) Experience of using Microsoft Office (A/I) Experience of working to tight deadlines within a performance driven office (A/I) Experience of dealing with a variety of customers (A/I) 	<ul style="list-style-type: none"> Experience of using the Capita (Revenues and Benefits) system (A/I) Experience of using the Northgate EDRM system (A/I)
QUALIFICATIONS	<ul style="list-style-type: none"> Educated to GCSE level (or equivalent) with 4 passes at grade C or above including English and Maths (A) 	
PERSONAL	<ul style="list-style-type: none"> Willingness to work outside of normal working 	

CIRCUMSTANCES	hours (A)	
EQUALITY	<ul style="list-style-type: none"> • Candidates must demonstrate understanding of, acceptance and commitment to the principals underlying equal opportunities (A/I) 	
CUSTOMER CARE	<ul style="list-style-type: none"> • Knowledge and understanding of effective customer care (A/I) 	

*[At the end of each criteria the following codes are used to indicate how the criteria will be assessed:
(AI) Application / Interview, (P) Presentation, (W) Written Test.]*