

## Job Title: Welcome Host

<b>Department</b>	Customer and Local Services
<b>Section</b>	Services Hub Team
<b>Reports to</b>	Team Leader
<b>Grade</b>	CS05
<b>JE Date</b>	04/03/2019
<b>JE Ref</b>	CLS124

### Job purpose

The first point of contact to customers visiting the department ensuring they receive a friendly and courteous welcome and their enquiries are dealt with quickly or triaged to the appropriate colleague quickly and effectively.

### Job specific outcomes

- Responsible for resolving queries that require no system access and can be dealt with in under 2 minutes and where this cannot be achieved ensure customers are triaged to a colleague for assistance and support ensuring that customers who visit are seen or routed in the shortest time, thereby improving work flow and the customer experience.
- Will help customer's access services in the assisted digital area including setting up their digital identification and complete online forms so that they can access services online, thereby reducing the need to have face-to-face contact with a member of staff.
- Appraise, advise and give guidance to customers, who may have complex issues or are in an emotional or distressed state, so they can easily access and obtain advice, support and decisions in relation to the departments services.
- Update internal systems and data, including making changes to records such as change of address and other customer or departmental related information to ensure accurate customer records are maintained.
- Guide customers through the department's Queue Management System in order for them to gain access to an Advisor who can deal with a claim or resolve/answer a question, thereby ensuring that those who are vulnerable or have additional needs are able to access services.

### Statutory responsibilities

Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

Organisational structure



## Person Specification

### Specific to the role

*Describe the knowledge, skills, experience, and qualifications required to perform the job to a satisfactory standard.*

*It is important to convey what the job requires, rather than what an individual might have, as these may be different. For example, you may have a postgraduate level qualification, however, an A' Level standard qualification is the requirement for the job.*

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p><b>Qualifications</b> <i>Please state the level of education and professional qualifications and / or specific occupational training required.</i></p>	<ul style="list-style-type: none"> <li>Level 2 Customer Care NVQ or equivalent level of experience</li> </ul>	
<p><b>Knowledge</b> <i>This relates to the level and breadth of practical knowledge <b>required</b> to do the job (e.g. the understanding of a defined system, practice, method or procedure).</i></p>		<ul style="list-style-type: none"> <li>Knowledge of range of department's services.</li> </ul>
<p><b>Technical / Work-based Skills</b> <i>This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</i></p>	<ul style="list-style-type: none"> <li>Familiar with accessing and completing online forms to be able to help customers with assisted digital</li> </ul>	<ul style="list-style-type: none"> <li>Ability to speak a relevant community language e.g. Portuguese or Polish and demonstrate a cultural awareness to support customers whose first language isn't English</li> </ul>
<p><b>General Skills/Attributes</b> <i>This relates to more general characteristics required to do the job effectively, e.g. effective written communication skills, ability to delegate, motivation or commitment etc.</i></p>	<ul style="list-style-type: none"> <li>Ability to triage customers who present with difficult, complex, sensitive and contentious issues.</li> <li>Takes time to question and understand the real, underlying needs of the customer.</li> <li>Able to build rapport with customers to quickly understand their needs, manage or triage to a colleague</li> </ul>	

	<ul style="list-style-type: none"> <li>• Resilience to be able to work in difficult and challenging situations</li> <li>• Sufficient communication skills to be able to manage situations where customers have mental health issues, alcohol or drug abuse problems, language barriers and inability to comprehend or understand decisions.</li> </ul>	
<p><b>Experience</b>  <i>This is the proven record of experience and achievement in a field, profession or specialism.</i>  <i>This could include a minimum period of experience in a defined area of work if required by an external body (for example a period of post-qualification experience).</i></p>	<ul style="list-style-type: none"> <li>• Experience of working within a customer focused environment dealing with customers face to face and on the phone.</li> </ul>	

## Personal Attributes

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tier 6 core accountabilities attributes and behaviour indicators.