

Role and responsibilities

Identity

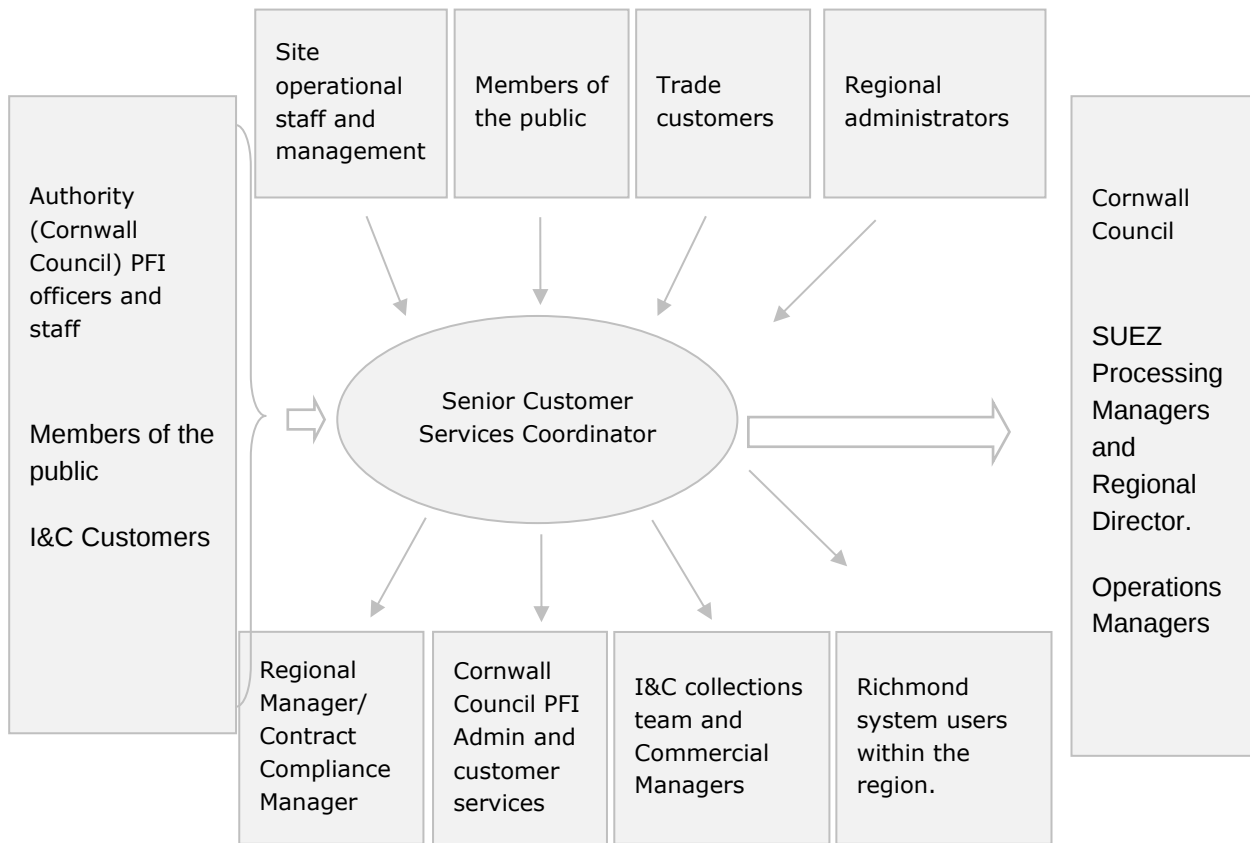
Position title	Senior Customer Services Co-ordinator
Date	June 2017
Line Manager title	Sally Thompson
Grade	12

Purpose

(the 'why' of the position, within which limits and according to what objectives)

Why	To provide a senior Helpdesk function within the constraints of the Cornwall Contract, including managing the incident reporting process and identifying potential performance standard failures and notifying the relevant people to take the appropriate action upon identification.
Within	Standards set out in Cornwall PFI Contract requirements and internal Policies and Procedures.
According to	Cornwall PFI Contract Performance Framework and monitoring systems and SUEZ Policies and Procedures.

Key stakeholder interaction network



Ideal candidate experience

Knowledge of the Cornwall PFI Contract or similar, specifically if possible, experience of working within a detailed Performance Framework.

Experience communicating effectively with staff at all levels across the business to ensure relevant information and details are obtained and logged.

Knowledge of operational sites sufficiently to be able to determine potential contract standard failures and escalate them within the management hierarchy as necessary.

Excellent customer service skills.

Experience in using the Richmond System as an administrator to set up, support and train other users across the region.

Experience producing clear accurate reports in sufficient detail for inclusion in the Annual and Monthly Service Reports.

Area one: Customer (internal)

Details		Delivery measure
- To develop excellent communication with site staff and managers to ensure relevant information is recorded and updated. - To deliver training and support in the Richmond system to other users in the region to help ensure contract compliance.		Accurate Performance Standards Report. Internal customer feedback
In order to	Maximise co operation	

Area two : Legislative Compliance

Details		Delivery measure
To ensure potential Performance Standards are identified to enable a quick closeout and reduce the risk of financial penalties.		Timely closeouts of identified issues.
In order to	Protect our customers, our employees, the environment and the company reputation.	

Area three: Communication

Details		Delivery measure
To communicate effectively with Cornwall Council staff and members of the public to ensure information received and issued is up to date, accurate and relevant.		Client and customer feedback through customer satisfaction surveys.
In order to	Ensure effective communication with stakeholders.	

Area four : Leadership

Details		Delivery measure
To provide training and support for direct reports as required.		Internal customer feedback
In order to	Influence direct team and peers to reach goals	

Please note

- In line with our Values and Ethics Charter, the job holder is expected to:
 - Act in an honest, responsible and respectful manner to others.
 - Be responsible for their own professional conduct.
 - Comply everywhere and in all circumstances with the laws and regulations connected with their activities.
 - Comply with our obligations to other parties such as shareholders, associates, clients, suppliers and the community.
 - Ensure the health, safety and wellbeing of employees, customers and other personnel at all times.
- The content of this job description reflects the main duties and responsibilities of the job and are not intended to form part of the contract of employment. SUEZ may revise the content of the role and responsibilities at its discretion.