

JOB DESCRIPTION & PERSON SPECIFICATION

Job Title	Customer Services Support Assistant	Status	Live V2.0
Reports To:	Customer Services Management Team	Date Effective:	August 2022
Function:	Customer Services	Grade	3

ROLE & PURPOSE OF JOB:

To assist the Customer Services Team in delivering administrative and office functions relating to the organisation's tolling system. Be proficient in administrative tasks/processes.

The postholder will be expected to resolve issues or queries on routine matters, seeking the advice from the team when appropriate.

PRINCIPAL ACCOUNTABILITIES:

1.	<p>Execution and Delivery of Service To complete processes designed by the Customer Services Team, with a high level of accuracy.</p> <ul style="list-style-type: none"> To plan, organise and manage own workload to ensure your contribution to the delivery of excellent customer services To ensure work is performed in accordance with the Board's processes and procedures, referring to the Management Team for guidance as required. To carry out such duties as directed by the Customer Services Management Team Consolidating vehicle transits in a timely and accurate fashion, making decisions on vehicle violations Updating/amending details on electronic tolling accounts for customers, using a dedicated computer system, including confirmation via email. Spot checking violation notices as necessary and identifying any evidence of possible systematic abuse To use initiative to identify and resolve errors and discrepancies Meet performance and quality service standards as set out by the Humber Bridge Board To take responsibility for handling confidential and sensitive information and customer data in accordance with data and information protection regulations Any other duties commensurate with the role
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CORPORATE RESPONSIBILITIES:

1.	<p>GENERAL</p> <p>The above principal duties and responsibilities do not include or define all the tasks which may be required to be undertaken. The postholder must be flexible to ensure the</p>
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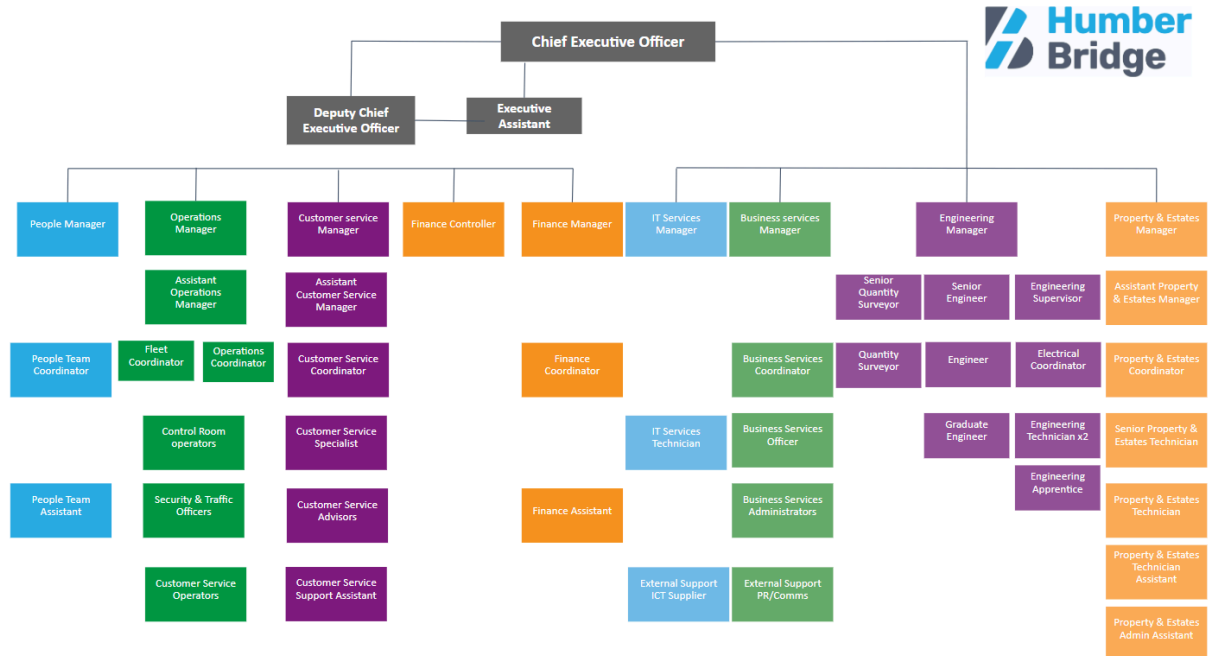
	operational needs of the organisation are met. This includes the undertaking of duties of a similar nature and responsibility as and when required.
2.	DIGNITY AT WORK To show, at all times, a personal commitment to treating all customers and colleagues in a fair and respectful way, which gives positive regard to people's differences and individuality (for example, gender, gender identity, nationality or ethnic origin, disability, religion or belief, sexual orientation, age). Assists in ensuring equal access to services and employment opportunities for everyone and promotes equal opportunities across the business.
3.	HEALTH AND SAFETY The Health and Safety at Work etc Act 1974 and associated legislation places responsibilities for health and safety on the Humber Bridge Board, as your employer and you as an employee. In addition to the Board's overall duties, the post holder has personal responsibility for their own health, safety and wellbeing and that of other employees; additional and more specific responsibilities are identified in the Board's Health & Safety policy and associated procedures.

JOB CHARACTERISTICS: The post has the following characteristics

✓	Postholder will be required to have the ability to attentively follow processes
✓	Postholder has an eye for detail
✓	Postholder will be able to multitask
✓	Postholder will be a team player and flexible in their approach to tasks

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ORGANISATION CHART: The chart shows this post, its peers, reporting lines and management tier



RESOURCE MANAGEMENT:

1.	Responsibility for Staff: N/A
2.	Responsibility for 3rd parties: N/A
3.	Impact on Departmental spending: N/A
4.	Responsibility for Physical Resources / Assets: N/A

WORKING RELATIONSHIPS:

1.	Within own Function: <ul style="list-style-type: none"> Managers / Coordinators - develop professional working relationships to seek advice and guidance as and when needed Staff - engage and communicate on Customer Services related matters
2.	Within the wider Business:

JOB DESCRIPTION & PERSON SPECIFICATION

	<ul style="list-style-type: none"> N/A
3.	External Parties to the Business: <ul style="list-style-type: none"> N/A

WORKING CONDITIONS INCLUDING PHYSICAL & EMOTIONAL DEMANDS

	<i>State for each: Not Applicable, Low, Moderate, High, Very High, Intense</i>	Supporting Information (if applicable)
PHYSICAL DEMANDS: Physical Effort and/or Strain – (tiredness, aches and pains over and above that normally incurred in a day to day office environment).	<ul style="list-style-type: none"> N/A 	
EMOTIONAL DEMANDS: Exposure to objectionable situations over and above that normally incurred in a day to day office environment.	<ul style="list-style-type: none"> N/A 	
WORKING CONDITIONS: Working Conditions – (exposure to objectionable, uncomfortable or noxious conditions over and above that normally incurred in a day to day office environment).	Low	

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The information listed as essential is used as part of the job evaluation process.		Essential (E) or Desirable (D)	How identified A - Application/CV C - Certification I - Interview P - Presentation T - Test/Assessment
1	Qualifications:		
	English GCSE C or equivalent	Essential	A / C
	Maths GCSE C or equivalent	Essential	A / C
2	Relevant Experience:		
	Experience in dealing with customers by email, including guidance and advice	Essential	A / I
	Experience in attentively following processes	Essential	A / I / T
3	Skills (including thinking challenge/mental demands):		
	Good organisational skills	Essential	A / I
	Ability to work effectively on your own and as part of a small team	Essential	A / I
	Practical and logical; able to solve problems	Essential	A / I
	Good keyboard and ICT skills	Essential	A / I
4	Knowledge:		
	Work confidentially and in line with the Data Protection Act and GDPR	Essential	A / I
5	Interpersonal/Communication Skills:		
	Verbal Skills		
	Good communication and interpersonal skills	Essential	A / I
	Written Skills:		
	Attained a good standard or written skills	Essential	A / I / T
6	Other: <i>If there aren't any state 'none'</i>		
	Ability to work both on your own and as part of a small team. Flexible in working practices and hours of employment (when required).	Essential	A / I

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The requirements listed below are not considered during the job evaluation process, but are essential requirements for the role that will be assessed during the recruitment process.

Values & Competencies:

Focus on excellence	Essential	
Performance and resource management	Essential	
Creativity and energy	Essential	
Personal credibility	Essential	
Collaborative working	Essential	

HBB's Mission Statement is: "keeping the region connected, whilst providing safe, sustainable and reliable use of the bridge and estate" and key to this are the values listed below

Embedding our values into working practice – Our Behaviours

	Value	Meaning	Supporting Behaviours
	Healthy and safe	Creating a healthy and safe environment for everyone	<ul style="list-style-type: none"> Take responsibility for health and safety Be Supportive, empathetic, and caring Wellbeing is at the heart of what we do
	Unique	We are a regional icon	<ul style="list-style-type: none"> Pride in what we do Demonstrate resilience Embrace flexibility
	More than a Bridge	The bridge is a community, and the community is the bridge	<ul style="list-style-type: none"> Engaged with our community Promote and demonstrate inclusivity Be an ambassador of the Humber Bridge
	Best at what we do	Be the best at what we do and exceed expectations	<ul style="list-style-type: none"> Accountable and behave with integrity Bring a positive attitude Customer focussed in all that we do
	Everyone matters	Everyone is important and everyone matters	<ul style="list-style-type: none"> Respect for everyone Always act with consideration Always work together
	Resourceful	Innovative and efficient in the approach to using our limited resources	<ul style="list-style-type: none"> Innovative in our approach Transparent with our decisions Be efficient to get the best results

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Disclosure of Criminal Record:

Note: For Standard, Enhanced, Enhanced & Barring List Disclosures the candidate is required to declare full details of everything on their criminal record. In any event where the post holder requires a 'Basic Disclosure' or no disclosure is required, the candidate is required to declare unspent convictions only.

Is a DBS Disclosure Required? Mark as essential if the post holder requires a DBS disclosure with a satisfactory check as a condition of their employment.

No

State type of check required: *no disclosure, Basic, Standard, Enhanced, Enhanced & Barring List Disclosure*

No disclosure - the candidate is required to declare unspent convictions only

I confirm I have read, understood and agree to the Job Description which outlines the purpose of my role. I also understand the job description may need to change over time and this will be done by consultation.

Signed by:	
Name:	
Date:	