

## Job Description



**Job Title:** Customer Services Officer

**Job Holder:** Vacant

**Line Manager:** Community Services Manager

**Job Purpose:** As the first point of contact at the Town Hall, you will present a proactive, positive, and enthusiastic face of Thame; providing guidance, direction and help to all those requiring the services of the Council or other agencies.

### Main Duties & Responsibilities

1. To act as the first point of contact for Thame and provide exceptional customer focused service in which enquiries are managed in an efficient, courteous, and competent manner. Directing enquiries to the correct member of staff or agency, as appropriate.
2. To promote and provide support as required with any project, function, or activity in relation to the vibrances and economic development of the town.
3. Establishing and maintaining up-to-date knowledge of answers and solutions to a broad range of issues affecting residents, businesses, and visitors to Thame to enable a resolution to most enquiries. Create, implement and maintain a system of recording this knowledge.
4. To administer the Thame Good Neighbour Scheme.
5. To organise, send agendas and minute any meetings, as necessary.
6. To be responsible for the administration associated with the hiring of the Town Hall, associated equipment, external electricity points and Town Council owned land; including showing regular/potential hirers the facilities and ensuring the correct policies and health and safety requirements are followed.
7. Actively promote Information Centre merchandise, Town Council services and amenities to achieve the best value for the community. Feeding back to Management and the Council where improvements can be made to any facilities or services.
8. Monitor the utilisation of hired amenities, review the Town Guide, and produce community engagement statistics for reporting to Management and the Council.
9. To assist with the administration / organisation of events, markets, town signage, projects, grant applications and advertising boards.
10. Maintain stocks of resident and visitor information and merchandise. Reviewing the customer experience in the Town Hall to maintain a welcoming environment whilst identifying any opportunities for improvement.
11. To work with the Communications & Events Officer by regularly updating and reviewing information displayed on town centre notice boards and within the Information Centre and assist in the promotion of new and existing initiatives.

12. To maintain accurate financial records associated with the Information Centre, cash handling, use of the till and card machine. Raising invoices and purchase orders as required. During the absence of other team members, the administration of petty cash and payments received.
13. To order stationery and associated items for Town Hall and Depot staff adhering to the Council's Procurement Procedure and ensuring best value is achieved.
14. Log all formal and informal compliments and complaints and produce reports for the Council including analysis year on year of type and number along with an overview of any follow up.
15. To research, populate and update databases including the global emails and Town Centre landlords and tenants.
16. To assist in monitoring Town and Town Hall footfall numbers as required.
17. To administer the sale of tickets for various events and activities including acting as a box office for the Thame Players Theatre.
18. To administer the delegated trade customer parking permits.
19. To monitor the first aid boxes and defibrillators.
20. To ensure that office procedures are adhered to and reviewed, to assist with the continuous improvement of systems and processes to ensure efficiency and best practice as required.
21. To play a flexible role as part of a small administrative team to ensure the smooth running of the daily operational services; supporting officers and managers with administration tasks to aid the delivery of the Council's wider objectives.

### **Other Information**

22. **The council is dedicated to lessening our environmental footprint wherever we can. We would expect you actively to seek carbon and waste reduction in all areas and implement savings wherever practicable. This includes conserving energy and resources, avoiding single-use plastics, buying from sustainable (and, where possible, local) sources, and generally showing a lead in protecting our planet.**
23. **Some out of hours (including weekends) and evening work will be required (e.g. events or committee meetings), with compensation in line with relevant policies, your Contract of Employment, and the Staff Handbook.**
24. **The post-holder is expected to familiarise themselves with and adhere to all relevant Council Policies and Procedures.**
25. **To attend training courses or seminars relevant to the role or needs of the Council as part of an ongoing Personal Development Plan.**
26. **To work within Health and Safety Legislation in accordance with the Health and Safety at Work Act 1974 and Management of health and safety at work regulation s 1999.**
27. **To attend annual appraisal and at least six -monthly review that will form the basis of your Personal Development Plan, this will be linked to the Council's Objectives. You**

**will be expected to attend regular meetings with your line manager to allow collaborative support.**

- 28. All employees who are involved in the processing or handling of computer data have an obligation to comply with the terms of the Data Protection Act 2018 and the Council's Data Protection Policy.**
- 29. This job description is neither exclusive nor exhaustive, as there may be other duties and requirements associated with the post; It will be supplemented by the detailed project plan created through the role, which will be developed in conjunction with relevant stakeholders. This job description will be subject to regular review and the Town Clerk reserves the right to add to the duties listed, amend the character of the position or the level of responsibility.**

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I confirm and agree to the details set out in my Job Description which also forms part of my Contract of Employment:

Signed

Date