



Directorate:	Operations and Customer Service Directorate
Capability Area(s)	Operational Casework/Online Customer Contact/Telephony
Job Title:	Customer Support Officer
Grade:	AO

Profession: Operational Delivery

Operational Delivery Profession (ODP) is the largest and most diverse professional community across the Civil Service. ODP applies to all public facing roles / or a role that is primarily aligned to supporting the work of those with public facing roles.

Job Purpose

To provide a best in class customer service in a demanding and fast paced environment, whilst championing road safety. To undertake medical casework, providing advice and guidance to customers, accurately updating databases with the aim to resolve any queries either written or via telephony at first point of contact.

Functional Accountabilities

1	To deal with enquiries from the public, investigate and resolve issues, complaints and cases, to aid accuracy and enforcement in line with Agency policy and legislation.
2	Provide and seek advice/information from relevant customers and/or stakeholders in a professional and timely manner.
3	Ensure that all information is captured in an accurate and timely manner on relevant systems and protect our customers personal data.
4	To make medical licensing decisions in accordance to Operating Instructions.
5	Meet personal objectives/targets and in doing so, support the organisation in the achievement of its objectives.
6	Navigate and record information on multiple systems, whilst engaging with customers with a customer centric ethos.
7	To manage and be responsible for own attendance at work and to follow Agency attendance management policies. Monitor own performance to ensure efficiency and quality measures are achieved.
8	To be able to work well with colleagues, listen to the views of others and try to see issues from others perspectives.
9	To take time to continue to develop, take on board feedback and identify any gaps in knowledge, skills and behaviour in order to improve.
10	To maintain consistency and remain engaged in a pressurised environment.
11	To be flexible and undertake on request from the business, any different or ad hoc work to serve the needs of the business, at this grade or lower.

People Manager Accountabilities (Y/N)

N

Qualifications & Professional Memberships

Desirable	
Essential	



CS Behaviours	Behaviour Level (1-5)
Delivering At Pace	1
Managing a Quality Service	1
Communicating & Influencing	1
Working Together	1
Changing & Improving	1

Contact Centre Resilience Framework	Level (1-5)
Self Control	1
Optimism	1
Handling Pressure	1