Job Description and Person Specification

This job description lists the general tasks, functions and responsibilities of the role below, including the specifications and skills required.

<table>
<thead>
<tr>
<th>Job title*</th>
<th>Band</th>
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<tbody>
<tr>
<td>Customer Advice &amp; Support Specialist</td>
<td>B2</td>
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<table>
<thead>
<tr>
<th>Number of posts</th>
<th>Directorate</th>
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<tbody>
<tr>
<td>5</td>
<td>Operations and Member Services</td>
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<table>
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<tr>
<th>Contract type</th>
<th>Duration if fixed term</th>
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<tr>
<td>Full time</td>
<td>FTC to 31 March 2016 (with possibility of extension or permanency)</td>
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Management responsibility

None

Reports to

Customer Engagement Team Leader

Standard duties

To be added by recruiting manager

Customer Advice & Support Specialists provide a key role within the Operations and Member Services directorate. They provide a high-quality advice and support service for MPs, Lords and staff in their offices and drop-in centres, as well as by telephone and email, plus coaching and floor-walking. Combining strong coaching and advisory skills with excellent business and technical skills, Customer Advice & Support Specialists take responsibility and lead by example in delivering Parliamentary ICT’s first-class Customer Advice and Support service. They work proactively to continually improve the quality, effectiveness and efficiency of the service they provide and services they support, and they retain specialist knowledge of particular business and technical areas.

The role requires high levels of professionalism and self-motivation, and sustained performance at competency level 4.

- Provides excellent, professional, frontline customer service through the provision of ICT advice and support:
  - at customers’ places of work*
  - in the Local drop-in centres
  - at the Parliamentary ICT Service Desk
- Combines excellent business and technical knowledge to understand customers’ issues and needs within the context of Parliamentary business, and thus provides the most appropriate advice and support to customers on ICT matters.
- Proactively provides advice and information on ICT services relevant to customers’ business areas, to enable them to gain enhanced benefits from their ICT; clearly communicates on updates, known errors and FAQs, using (and referring customers to) relevant knowledge base articles; explains technical information to customers in non-technical terms.
- Provides floor-walking, coaching and advice to help customers make more effective use of their
ICT products and services, and to select suitable hardware and software to meet their needs.

- Provides a highly effective interface between ICT, customers and service providers, acting professionally at all times and delivering excellent customer service with a commitment to exceed expectations.
- Develops and maintains good working relationships with internal/external customers and members of staff, and manages customer and technical issues with a genuine sense of urgency.
- Provides first and second line support, takes ownership, and follows agreed procedures in receiving and correctly logging, assigning and updating incidents and requests for service.
- Applies excellent analytical and technical skills to systematically troubleshoot and resolve incidents relating to hardware and software, providing workarounds where timely fixes are not possible.
- Provides support for the introduction, change and removal of services (through projects and business-as-usual) and works with Online Services team to create & amend customer-facing (and internal) knowledge base and self-sufficiency material.
- Contributes actively to Continual Service Improvement, including:
  - identifying trends in patterns of incidents and utilising problem management to drive down incident volumes.
  - identifying trends in requests, and documenting recommendations for more efficient or effective self-service / automation / request fulfilment.
- Coaches less senior staff in own areas of expertise and other aspects of role to assist in their ongoing development.
- Takes responsibility for own performance and the achievement of set targets (both quantitative and qualitative).

The duties above are not intended to be an exhaustive list. The job description may be reviewed periodically in order to ensure that the duties meet the requirements of the service and to make any necessary changes.

Additional Information about the post

- Second-line support at Parliamentary ICT will require walking to customers’ desk locations at any of the many buildings of the Parliamentary Estate, which is approximately 1km long by ½km wide, in Westminster. The job will also involve carrying and lifting IT equipment (PCs, monitors, laptops and printers).

- The post is allocated to one of three Customer Advice and Support teams, and individuals will rotate periodically between those teams to ensure specific knowledge (both technical and business) is maintained. The balance of duties will depend on customer demand.

- *Travel to off-Estate locations within office hours is expected. Occasional travel to more remote UK locations may be required.

Key internal relationships

Please list the key internal contacts with whom this post will need to work with e.g. Members, departments and specific posts.

All customers of Parliamentary ICT services, including House Staff, Members and Members’ staff.
All areas of Parliamentary ICT.
Premier Moves.
Key external relationships

Please list the key external contacts with whom this post will need to work with e.g. the public, government departments, suppliers.

Third party suppliers of ICT services.

Person Specification

Standard skills and knowledge required

- Effective written and verbal communication skills and can present complex information to a non-technical audience.
- Excellent planning and organisational skills, able to prioritise to meet deadlines and takes full responsibility for quality and timescales of own work
- A systematic and analytical approach to problem solving
- Ability to contribute to and work well within a team

Understands the needs of the customer and their differing levels of skills and experience

- The ability to work calmly and efficiently under pressure
- Is proactive takes action and anticipates opportunities

Specific skills and knowledge required

To be added by the recruiting manager.

- Proven ability to engage proactively with ICT customers to deliver excellent advice, support and solutions through a variety of methods, including coaching, and the ability to manage expectations.
- Excellent technical knowledge of supplied hardware, supported operating systems and office productivity tools, which must include AD, Windows 8.1, OS X, Office 365/2013 and iOS.
- Excellent telephone manner and ability to handle difficult customers and escalations.
- Good knowledge of current and emerging end-user devices, with the ability to learn new technologies quickly.
- An understanding of ITIL v3, in particular Incident Management, Problem Management, Change Management and Continual Service Improvement; holds Foundation Certificate in ITIL v3.
Core SFIA Competencies (click competency to insert level).

**Autonomy**

**Level 4:** Works under general direction within a clear framework of accountability. Exercises substantial personal responsibility and autonomy. Plans own work to meet given objectives and processes.

**Influence**

**Level 4:** Influences team and specialist peers internally. Influences customers at account level and suppliers. Has some responsibility for the work of others and for the allocation of resources. Participates in external activities related to own specialism. Makes decisions which influence the success of projects and team objectives.

**Business skills**

**Level 4:** Selects appropriately from applicable standards, methods, tools and applications. Demonstrates an analytical and systematic approach to problem solving. Communicates fluently orally and in writing, and can present complex technical information to non-technical audiences. Facilitates collaboration between stakeholders who share common objectives. Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures. Rapidly absorbs new technical information and applied it effectively. Has a good appreciation of the wider field of information systems, their use in relevant employment areas and how they relate to the business activities of the employer or client. Maintains an awareness of developing technologies and their application and takes some responsibility for personal development.

**Complexity**

**Level 4:** Performs a broad range of complex technical or professional work activities, in a variety of contexts. Investigates defines and resolves complex problems.

**Additional information regarding the post**

**Location**

The post is located on the Parliamentary Estate, and may include occasional travel to off-estate locations.

**Hours (Full-time)**

Consideration will be given to candidates who wish to work part-time or as part of a job share. If you are selected for interview please inform the panel of the days/hours you are available to work.

**Bands A – E Positions**

(Full-time, until 10 May 2015)

Net conditioned full-time working hours for staff of the House are usually 36 per week. This excludes daily meal breaks of one hour.

The hours of attendance for this post are **34 net** per week. The exact daily times of attendance will be agreed with line management.

- As of 11 May 2015, hours will increase to 35 net (there will be no effect on pay).
- As of 1 May 2016, hours will increase to 36 net (there will be no effect on pay).
This role is within a team covering a rota from 08:00 – 1915hrs.

For further information
Internal candidates should refer to the General Recruitment Information on the Employment intranet pages (select Careers & Development).

Those candidates who are shortlisted will be given details of any tests / assessments which will take place as part of the selection process.