

Job Description & Person Specification

Customer Service Officer

Treasury - Social Security Division

What will you do?

Within this role you will find yourself dealing with a variety of tasks. Working in a fast paced team this role requires you to process claims and payments with a high level of accuracy as well as provide guidance, assistance and general support to the public.

What does that involve?

1. Technical duties

You will:

- Assess entitlement to benefit for new claims and reviews.
- Calculate adjustments and arrears payments.
- Process, amend and generate benefit payments.
- Scrutinise evidence to ensure a claim is substantiated.
- Make checks on the accuracy of information given in support of claims.
- Issue correspondence notifying applicants of any additional documentation required.
- Notify applicants of the outcome of claims.
- Maintain both paper and electronic records, in line with the current retention policy.
- Provide one to one support to customers at the counter and in face to face interviews.

2. Operational duties

You will:

- Deal with enquiries from members of the public and other organisations.
- Ensure individual targets and performance measures are met.
- Produce and test Key Task Instructions (KTI).
- Attend and actively participate in team meetings and regular 121 conversations.
- Provide leave cover for other members of the team.
- Produce ad hoc statistical information.
- Undertake other duties as requested by management.

3. Participate in the IOM Government People Qualities Framework

You will:

- Participate in the IOM Government People Qualities Framework and take responsibility for supporting positive personal development through regular conversations/support with your line manager.

4. Assisting with other duties to meet business needs

You will:

- Ensure processes are continually reviewed and adapted using LEAN processing methods.

- Perform such duties and observe and conform with such reasonable instructions as a person duly authorised by The Treasury may from time to time give.

5. Health and Safety

You will:

- Be responsible for your own health and safety and the impact of your actions on others. You will be responsible for identifying any possible risks or near misses to a responsible manager and/or the Health and Safety Group of the Social Security Division.

6. Integrity

You will:

- Be expected to recognise that everyday business requires the highest level of personal integrity. Each Customer Service Officer has a personal responsibility to maintain the confidentiality of all Social Security business and to uphold such confidences.

7. Reporting Framework

You will:

- Report to a Team Leader of the Social Security Division of the Treasury.

8. General Scope

- This document is intended to be a guide to the general scope of duties and not a rigid, inflexible specification. The employee shares with the employer the responsibility for suggesting alterations to the scope of the duties to improve the work situation. This job description will be reviewed as necessary to reflect the future requirements of the Social Security Division and the Treasury.

9. Data Protection

- The post holder will be responsible for ensuring compliance with all data protection, information governance and security policies and procedures relevant to their role and responsibilities. This specifically includes reporting data breaches to the Department's Data Protection Officer and taking responsibility for personal data collected, used and retained as necessary for their role and purpose.

What do you need to be successful in this role?

	Essential or Desirable	Method of Assessment
Credibility		
Have 5 GCSE's at Grade C (4) or above (one of which must be in English Language) or equivalent qualification.	D	CV
Previous experience in a customer service related environment.	E	CV/Interview
Experience of dealing with people in difficult circumstances.	E	CV/Interview
Experience of meeting the demands of a busy office environment where organising your time and workload are essential.	D	CV/Interview
Experience in an accounts or finance based role would be advantageous as the role requires accuracy when working with numbers.	D	CV/Interview
Has open conversations.	E	Interview
Addresses the issues.	E	Interview
Builds supportive relationships.	E	Interview
Is professional and credible.	E	Interview
Capability		
A good knowledge of Microsoft Applications.	D	CV/Interview
Good communication skills, both face to face, written and on the telephone, with the ability to adapt your style to meet customers' specific needs.	E	CV/Interview
Able to apply good organisational skills to working practices.	E	CV/Interview
Logical, analytical and consistent approach.	D	CV/Interview
Can evidence working with a high degree of accuracy at pace and under times of pressure.	E	CV/Interview
Future focused.	E	Interview
Makes considered decisions.	E	Interview
Encourages innovation and supports change.	E	Interview
Character		
Resilient and calm under pressure and deliver to tight deadlines.	E	CV/Interview

Self-reliant and well organised – able to work independently with the minimum amount of supervision.	E	CV/Interview
Good team player.	E	CV/Interview
Has a flexible approach to work.	E	CV/Interview
A confident, friendly and helpful manner with a strong focus on customer service and raising quality standards.	E	Interview
Able to demonstrate a commitment to treating others with compassion, dignity and respect.	E	Interview
Trusts and is trusted.	E	Interview
Has positive energy and drive.	E	Interview
Inspires, motivates and empowers.	D	Interview
Other requirements		
Isle of Man Worker.	D	Application