



## **Job Description & Person Specification**

**Post:** Customer First Officer  
**Location:** Initially working from home  
**Hourly rate:** £9.30 per hour initially  
**Duration:** Fixed Term initially until 30<sup>th</sup> September 2021

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### **Job Role**

The Customer First Officer will engage with and support JBG's customers by contributing to a customised service to assist customers to progress along their individual employability pathway into sustained employment.

The Customer First Officer will engage with new customers, completing registrations, agreeing individual action plans and providing an appropriate range of advice, support, guidance and referral to support each customer to overcome potential barriers that may prevent them from progressing towards employment. The Customer First Officer will also provide a "buddying" and aftercare service to customers throughout their time of engagement with JBG.

There may be a requirement to work evenings and weekends to meet the demands of the business.

### **Key Tasks and Activities**

- Undertake one to one assessments with customers to determine their skills, strengths, interests and requirements.
- Carry out Initial Assessments through Microsoft Teams, recording all activities through JBG's customer database and completing relevant paperwork.
- Provide customers with accurate advice on all available vacancies and opportunities.
- Match customers to relevant educational or employment opportunities and ensure key employability targets and outputs are achieved.
- Liaise with Customer Officer Team colleagues and Customer Liaison Officers to identify potential employment opportunities.
- Provide reports and other such information as reasonably required by JBG and GCC in order for each organisation to monitor and evaluate the outcomes and benefits of the service.
- Liaise closely with colleagues and other partner organisations to maximise opportunities.
- Conduct regular progress reviews of customers by phone and Microsoft Teams to record and monitor effectiveness of JBG's service provision.
- Provide an integral part of JBG's job search service, including practical help with all aspects of securing employment.



- Assist customers in overcoming personal issues and barriers to securing further employment.
  - Attend meetings, working groups and conferences as agreed with line manager
  - Contribute to individual and team referral and outcome targets.
  - Accurately record all information on the company IT systems including Hanlon to monitor effectiveness of your activities.
  - Maintain accurate and up to date paper and electronic records as required by JBG, external funding partners and awarding bodies in line with JBG's data protection policy.
  - Observe and adhere to the duties and responsibilities as defined by the Company's Health and Safety Policy within the sphere of the operation of the post.
  - Undertake any other duties appropriate to the post and the needs of the organisation or as directed by management. These will be agreed with the post holder and will normally be within the scope of their qualifications and/or experience.
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## **BEHAVIOUR / CAPABILITIES**

- Excellent interpersonal skills with the ability to work independently and as part of a team.
  - Capability to work without day to day supervision.
  - High level of initiative and motivation with the ability to seek out solutions to problems.
  - Confidence to challenge customers in relation to behaviours and attitudes towards gaining employment.
  - Ability to carry out the duties of the job with reasonable adjustments when necessary.
  - Capability to review evaluate success and identify areas of improvement.
  - Prepared to work flexibly to meet the needs of the role.
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## **CORE COMPETENCES**

- Will to succeed
- Customer / service user focus
- Effective communication
- Persuading and influencing others
- Logical thinking