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**Job Description**

**Job Title**: Customer Correspondence Officer

**Department**: Customer Support and Services

**Reports to**: Customer Correspondence Manager

**Direct Reports**: None

**Location**: Activity based on site

**Main purpose of the job**

As a customer correspondence officer, you will be working at the heart of the organisation, working with various teams across the business to provide clear and effective written communication to external customers. Your responsibilities will include responding to enquiries from the public and Members of Parliament, leading the review and resolution of complaints. Working with our diverse internal technical specialists to ensure that all responses are timely, grammatically accurate and compliant with legislative requirements.

**Responsibilities**

**Specific**

* You will have an eye for detail and the ability to write clearly and concisely using plain English.
* You will have excellent communication skills both verbal and written with the ability to tailor these to your audience.
* You will produce documents to a high standard using the appropriate software, including the following but not limited to; MS Office and Excel.
* Often you will be responding to communication on behalf of our executive team and therefore you will have the ability to adapt tone and style of writing depending on the nature of the enquiry.
* Building relationships and using your emotional intelligence to work alongside others to gain the best results and within the agreed timelines.
* You will liaise directly with customers over the telephone to help resolve their queries, providing reassurance where required and follow up agreed outcomes and actions in writing.
* You will prioritise your work and make decisions on when to follow up on issues and when to escalate to your manager.
* Logging and processing of correspondence on the Mining Remediation Authority’s systems, as well as troubleshooting queries and identifying improvements.
* Providing cover across all types of correspondence functions.
* Help to manage the teams’ customer mailbox and workflow.
* You will act with discretion and maintain confidentiality of correspondence.
* You will take on duties within the wider Customer Support and Services team such as answering customer calls if required.

**General**

* Act in line with the behaviours and values of the organization.
* Manage your own performance to be accountable for meeting individual, team and corporate objectives.
* Act in accordance with the Scheme of Delegation and ensure propriety and regularity in the handling of public funds.
* Actively demonstrate the Mining Remediation Authority’s customer service standards expected of your role.
* Follow and contribute to the improvement of operational and team processes and procedures.
* Assist with the preparation and delivery of the team’s objectives, budgets and financial records.
* Identify opportunities and implement change leading to team development, system improvement and ensuring good value for money.
* Maintain and develop positive stakeholder relationships in order to promote the Authority and assist it to meet its objectives.
* Support research and development projects.
* Ensure that the Authority’s statutory responsibilities are effectively discharged.
* Carry out any further reasonable requests from your line manager

**Competencies Level**

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| **Seeing the bigger picture** - has an in-depth understanding and knowledge of how the role fits with and supports The Mining Remediation Authority’s business priorities | **3** |
| **Changing and improving** - responsive, innovative and seek out opportunities for continuous improvement | **4** |
| **Making effective decisions** - objective; uses sound judgement, evidence and knowledge to provide accurate, expert and professional advice in a timely manner | **4** |
| **Leading and communicating** - leads from the front and communicates with clarity, conviction and enthusiasm | **3** |
| **Collaborating and partnering** - creates and maintains positive, professional and trusting working relationships with a wide range of people, within and outside The Mining Remediation Authority, to achieve results | **4** |
| **Building capability for all** - has a strong focus on continuous learning for self, others and the organisation | **3** |
| **Achieving commercial outcomes** - has a commercial, financial and sustainable mind-set to ensure all products and services deliver added value and stimulate growth | **3** |
| **Delivering good value for money** - achieves a good mix of quality and effectiveness for minimal cost and to improve return on investment | **3** |
| **Managing a quality service** - plans, organises and manages their time and activities to deliver a high-quality customer experience | **4** |
| **Delivering at pace** - delivers timely performance, with energy, and taking responsibility and accountability for high-quality outcomes | **4** |

**Person specification**

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| **Job Title:** Customer Correspondence Officer **Department:** Customer Support and Services | | |
|  | **Essential** | **Desirable** |
| **Qualifications and Training** | * GCSEs grades A – C (to include English & Maths). * Proficiency in MS Office systems * Excellent written English and communication skills | * Excel proficient * Higher level qualifications in English or Communications |
| **Experience and Knowledge** | * Experience of creating written content * 1-3 years in a customer environment * Experience of liaising and coordinating with key stakeholders across a wide range of organisations * Ability to competently use electronic filing systems | * Understanding of Public Sector/ operational/ technical organisation |
| **Skills and Abilities** | * Excellent written English and communication skills * Attention to detail with proofreading/editing skills * Ability to translate complex technical information into clear, concise and customer-friendly language * Excellent time management skills and ability to manage multiple priorities and deadlines effectively * Problem solving skills * Ability to use positive language * Maintain confidentiality * Ability to demonstrate patience * Ability to work under pressure * Experience of using feedback to improve performance * Flexibility to adapt quickly in response to change * Emotionally intelligent, with an understanding and concern for others and the ability to take a neutral view of emotive and distressing issues | * Ability to identify improvements to documentation and processes * Ability to think critically and ask challenging questions |
| **Other** | * Flexibility to meet the requirements of the job |  |