

City of Edinburgh Council job description

Post title	Customer Care Officer
Directorate	PLACE
Service	Parking and Traffic Regulation
Responsible To	Senior Transport Team Leader – Parking Customer Care
Number of post holders	5 FTE

Purpose of job

You will carry out a key role to provide high-quality and consistent services to internal and external customers across a range of complex transactions, enquiries and complaints, concerning several services within the Parking and Traffic Regulation area of the Place directorate.

The what - major tasks and job activities

You will negotiate challenging customer interactions in diverse politically and financially sensitive situations and will:

1. Respond to General enquiries, first-stage customer complaints, VIP mail and social media enquiries
2. Draft responses to Freedom of Information requests, Subject Access Requests and investigation-stage complaints for senior manager approval
3. Prepare cases for issues escalated to the Scottish Public Services Ombudsman where required
4. Liaise directly with internal/external customers via a range of channels to provide appropriate advice and guidance on services, ensuring that transactions are completed within agreed timescales
5. Develop customer relationships (internal and external) to support service objectives and improve the customer journey
6. Handle sensitive and personal information in line with appropriate policies, confidentiality guidelines and data protection legislation
7. Promote an integrated and consistent approach to all customer services across the Parking and Traffic Regulation service, supported by the appropriate governance arrangements and processes
8. Identify and evaluate the risks associated with any customer-facing services and take appropriate action to control/mitigate these
9. Organise competing priorities flexibly in a fast-paced team environment

You will support Council transport initiatives and contribute to service improvements by:

1. Managing correspondence across several service/project mailboxes
2. Assisting with preparation of information/promotional materials
3. Maintaining the Council's public-facing web pages for the Parking and Traffic Regulation service
4. Assisting with the maintenance and development of existing QA documents and process flowcharts
5. Liaising with project leads and participating in regular meetings with various teams, taking minutes where required
6. Liaising with the Council's enforcement contractor and Parking Operations team to investigate Parking Attendant and enforcement complaints
7. Contributing to the maintenance of general service statistics and monthly KPI data
8. Ordering and receipting goods and services using the Council's e-procurement systems

The how - knowledge and skills, creativity and innovation, contacts and relationships, decision making

You'll bring:

- Knowledge and skills in a range of customer service tasks equivalent to SVQ level3 / SCQF level 6 qualification (or equivalent).
- Strong customer service, time management, organisational and administration skills.

In the role you'll:

- Help to develop, implement, and maintain a performance and quality reporting framework for the service.
- Use your technical knowledge and expertise to develop innovative solutions for resolving problems whilst ensuring that service objectives are achieved.
- Engage effectively and with a range of stakeholders on complex and often contentious matters. You'll deal with conflict and political issues diplomatically and will regularly need to overcome opposition from stakeholders.

You'll regularly take decisions on:

- How to interpret complex information and identify key issues, responding constructively to alternative ideas and proposals.
- How to interpret new legislation, statutory, or regulatory updates.

The decisions you take will:

- Have an operational impact across the city and have financial, safety and reputational consequences to the Council.
- Impact on project outcomes and on wider Council services and processes.

Environment - work demands, physical demands, working conditions, work context

You'll normally work both autonomously and collaboratively within a small team, managing competing priorities diplomatically in a changing environment whilst adapting to new demands and acting on matters requiring immediate response.

Any adverse working conditions will be predominantly within the range of normal office-based activities, as will any physical demands, with occasional requirements to attend external public meetings and workshops.

The postholder will regularly have to communicate unwelcome information to unhappy customers whilst managing conflicting priorities and following relevant guidelines and procedures.

Supervision and management of people

The Customer Care Officer will have no direct line management responsibility, however, will be expected to assist with the oversight and matrix management of the Customer Support services used across the service area (c. 20-25 staff).

Resources the job holder will be responsible for

The post will have shared responsibility for input into various back-office parking and debt management IT systems and their associated data and will ensure accuracy in collating and recording information.

Additional information - health and safety

Protecting the health and safety and welfare of our employees, and our third parties including members of the public, contractors, service users and pupils, is the starting point for a forward-thinking Council.

All employees' responsibilities:

1. Taking care of their own health and safety and welfare, and that of others who may be affected by their actions or omissions.
2. Co-operating with management and following instructions, safe systems and procedures.
3. Reporting any hazards, damage or defects immediately to their line manager;
4. Reporting any personal injury and work-related ill health, and accident or incident (including 'near misses') immediately to their line manager, and assist with any subsequent investigation, including co-operating fully with the provision of witness statements and any other evidence that may be required.

Line managers have additional responsibilities for ensuring all health and safety risks under their management are identified, assessed and controlled, with specialist input from H&S Advisers and others including Occupational Health where required. Where the risks cannot be adequately controlled the activity should not proceed.

Additional information can be found in the [Council Health and Safety Policy](#).