

Service Access Officer – Grade 6

At Kirklees we want to be innovative and creative in the way we work to deliver our services to our communities. We know we have challenging times ahead so we are always looking for better and smarter ways to work.

As a Service Access Officer you will deal with general and emergency telephone enquiries on behalf of numerous council services outside of normal office hours. The team will also be responsible for the day to day monitoring and operation of CCTV cameras and associated equipment.

Find out more about [working for Kirklees](#).

The Job

This is a key role within the Customer Services area, providing a responsive customer focused service to Kirklees residents and Partners of the Council, who need assistance, in potentially urgent situations.

You will work closely within your team and with other council services, including Housing Repairs, Pollution and Noise, Highways, amongst others. You will also support the police and other agencies in ad hoc operations, and the day to day monitoring and subsequent reviewing of evidential CCTV material.

On a daily basis you will need to communicate with internal and external agencies using telephone, email, radio and other audio equipment. Your day could be varied in role, requiring you to move from monitoring CCTV screens, to telephony or radio work, or webchat which will also require ability to sit and operate a screen for long periods, supported by appropriate rest breaks.

Given the nature of the work you will be expected to be able to support customers, some of these may be vulnerable, in resolving complex circumstances and who can be demanding about a resolution to their needs.

Job Checklist

- Handle customer enquiries effectively, and where possible at the first point of contact, across a number of different services involving different methods of communication: telephone, webchat, email, radio and other audio equipment.
- Initiate investigations into suspicious behaviour by evaluating camera images and monitoring radio systems, in order to assist in the effective deployment of police resources and collection of evidence.
- Respond to reports of highway defects, street lighting faults, urban traffic control faults and street furniture defects, including those within the area of view of the cameras.
- Ensure all relevant information from customers is recorded accurately and appropriately on the IT systems, in line with Data Protection and Freedom of Information requirements.
- Drive and /or operate a CCTV mobile unit together with another operator or Police colleagues, and you will need to carry out vehicle and equipment checks as part of this duty.
- Deal sensitively with, and manage challenging situations and difficult customers.
- Accurately and proficiently use keyboard skills (e.g. talk and type, data input and retrieval)
- Deal with confidential and sensitive information in line with data protection requirements.
- Please see your responsibilities related to [safeguarding](#).

The Person

We need our employees to be driven to achieve the best, to be hard working, respectful and thoughtful to each other and our customers and to be creative, wherever they work.

Flexible and proactive, with a positive approach, you are open to new ways of working and keen to provide excellent customer service. You will be happy to suggest ideas for improvement and take an active role in every aspect of service delivery.

You'll have a friendly and polite manner, enjoying the opportunity to engage with a wide range of customers from both inside and outside the council. Working with people and as part of a team you are keen to share your experience with new or less experienced members of the team.

Be able to develop knowledge on a wide range of council services. You will be proactive about your learning in continually changing customer service environment.

You remain calm and resilient under pressure.

In this role you will be supported to gain new skills and experience to equip you to develop your role.

The right behaviours and attitudes are as important to us as the skills you bring to the job. We expect all our employees to demonstrate the following behaviours:

- Positive
- Honesty
- Respectful
- Flexible
- Communicative
- Supportive

We also expect you to promote and role model the Council's Expectations of a Council employee within the organisation.

This role is at level 1. The Council's [Behaviours and Expectations](#) will be tested throughout the selection process.

Person Checklist

- You must hold a valid driving licence with no more than 3 penalty points, or be willing to obtain this. You will also be required to undertake and pass a council driving test, and travel between sites using a council van.
- You will need to be competent with basic packages such as the Microsoft Office Suite and, with training support, use various council systems.
- You will be, or are willing to become – with training and support, familiar and compliant with legislative requirements and council policies.
- You will have the resilience and emotional intelligence to respond to vulnerable customers and traumatic incidents, either on CCTV or over the telephone.
- You will take responsibility for ensuring your knowledge is current; is committed to personal development and willing to undertake further training as necessary.
- You are a positive individual who engages well with colleagues, can adapt their communication style as required, and contributes to good team spirit.
- You will use your initiative and have a flexible and adaptable approach to working in a team.
- You will have the willingness and ability to travel to different work locations when required.
- The nature of the role requires you to have good hand/eye co-ordination, and the numeracy and literacy skills to complete basic documentation.
- You will be required to successfully complete an enhanced Disclosure and Barring Service check.
- You will be asked to undertake necessary checks and training to obtain a Public Space Surveillance CCTV Operators Licence issued by the Security Industry Authority.
- Ability to work on a rotating 24 hour shift pattern which includes weekend and bank holidays.

This Role Profile is intended to provide an understanding and appreciation of the responsibilities of this particular job. It is not possible to specify every detail and we expect you to work flexibly within your skills, knowledge, experience and grade of this job.

For Recruitment Purposes: In order to be shortlisted for this job please demonstrate in your application how you meet the Person Checklist.