

JOB DESCRIPTION - CHIEF EXECUTIVE'S SERVICE

IDENTIFICATION

Post Title:	Support Officer	Post Ref:	
Section:	National Entitlement Card Programme Office	Grade:	6
Responsible to:	National Entitlement Card Senior Support Officer		
Responsible for:			

JOB PURPOSE

To develop the National Entitlement Card as a multi-application, multi-issuer card scheme through developing and quality assuring the core scheme card registration, issuance and communications with customers and card issuing staff.

PRINCIPAL WORKING CONTACTS

Customer Service staff and supervisors at all card issuing points across Scotland;

National Entitlement Card Programme Office staff;

Staff from the range of public and private sector partners engaged in the National Entitlement Card scheme;

Representatives of commercial organisations involved in the National Entitlement Card scheme.

MAIN DUTIES

Assist as a team member of the National Entitlement Card support staff to ensure they maintain a high standard of stakeholder communication, maintaining accurate contact lists and methods for all the stakeholder groups supported by the National Entitlement Card Programme office;

Ensure high standards of customer service and customer communications are achieved;

As part of the NEC Support Team, be the first point of contact for customer service staff at card issuing points and card application staff for handling their queries in relation to card management and customer communications;

Assist in developing a strategy for training and supporting customer service staff acting as agents for the NEC registration, issuance and communications across Scotland.

Assist in proactively monitoring support requests to determine improvements that can be implemented to assist the customer service staff issuing NECs;

Maintain high standards of project management by setting up project documentation record keeping and reporting systems;

Assist with investigations and data mining to ensure data quality is maintained throughout NEC systems and processes.

Respond to requests for information about the National Entitlement Card Scheme;

Assist NECPO managers with the implementation of new systems by ensuring card issuance staff receive and integrate all the relevant customer communications, including training on systems procedures;

Assist the NEC Communications Officer in designing and deploying communications materials to stakeholders and partners;

Assist the NECPO team to monitor and maintain NEC communication channels;

Assist with the deployment of new applications on the National Entitlement Card scheme by ensuring card issuance staff are briefed on the new service and the service provider staff receive and integrate all the relevant customer communications, including training on systems procedures;

Assist with design and implementation of regular reporting for NEC managers, including financial and NEC statistical reports, or any ad-hoc requests;

Provide a clerking service for meetings;

Represent the National Entitlement Card scheme at relevant meetings.

OTHER DUTIES

This job description is a broad picture of the post at the date of preparation. It is not an exhaustive list of all possible duties and it is recognised that jobs change and evolve over time. Consequently, this is not a contractual document and the postholder will be required to carry out any other duties to the equivalent level that are necessary to fulfil the purpose of the job.

PERSON SPECIFICATION

POST TITLE: NEC Support Officer

SERVICE/DIVISION/SECTION: Chief Executive's, NEC Programme Office

	ESSENTIAL REQUIREMENTS	DESIRABLE REQUIREMENTS	METHOD OF ASSESSMENT
PROFESSIONAL/ EDUCATIONAL QUALIFICATIONS	HNC/SVQ 3, or equivalent in a relevant subject area or equivalent relevant work experience	Qualification or experience in Business Administration or Customer Services	Application form (written) / documents as evidence at interview
RELEVANT WORK/OTHER EXPERIENCE	Experience of customer service Experience of multi- agency engagement Experience of project management support Working knowledge of Microsoft Office systems including Word, Excel, Office 365	Experience of training staff on new systems and processes Experience in maintaining data in IT Systems	Application form (written) / interview / references
PARTICULAR SKILLS/ABILITIES	Excellent communication skills (both written and oral) Excellent organisational skills Excellent interpersonal skills Effective workload management Ability to work under pressure Ability to work under own initiative Ability to work as part of a team		Application form (written) / interview / references
PERSONAL QUALITIES	Approachable and friendly Confident A proactive approach	Flexible and able to adapt to change	Interview
ANY ADDITIONAL JOB RELATED REQUIREMENTS	Willingness to travel Satisfactory Basic Disclosure Scotland Check		Interview